



# Avery Lin

## ABOUT ME

### Technical Writer Focused on Clarity, Accuracy, and User-Centered Documentation

Dynamic technical writer with seven years of experience creating clear, concise documentation for software products, APIs, and end-user systems. Skilled in translating complex technical information into accessible content. Known for reducing support requests, improving user onboarding, and maintaining consistent documentation across fast-paced Agile environments.

## PROFESSIONAL EXPERIENCE

### TECHNICAL WRITER I DEVSYNC TECHNOLOGIES, BOSTON, MA MARCH 2021 - PRESENT

- Created product documentation, release notes, and developer guides for 12+ web and mobile applications used by over 500,000 users
- Collaborated with engineers and product managers to develop API documentation, decreasing developer onboarding time by 40%
- Launched an internal documentation portal, reducing support tickets by 25% and streamlining knowledge sharing across departments

### TECHNICAL COMMUNICATIONS SPECIALIST I NORTHRIDGE SOLUTIONS, CAMBRIDGE, MA

JUNE 2017 - FEBRUARY 2019

- Wrote and maintained user manuals and help content for enterprise software platforms with 100,000+ active users
- Standardized style guides and templates across documentation teams, improving consistency and reducing editing time by 35%
- Partnered with UX designers to integrate contextual help into the UI, enhancing product usability and reducing training time

## CERTIFICATIONS

- **CERTIFIED PROFESSIONAL TECHNICAL COMMUNICATOR (CPTC) | SEPTEMBER 2020**
- **API TECHNICAL WRITING CERTIFICATE – GOOGLE DEVELOPERS | MAY 2018**

## PERSONAL INFORMATION



(617) 555-9142



avery.lin@email.com



LinkedIn.com/in/averylinwrites  
| averylinportfolio.com



Boston, MA 02118

## KEY SKILLS

- API documentation
- Content management systems (CMS)
- Editing and proofreading
- Markdown and HTML
- Style guide development
- User manuals and knowledge bases

## EDUCATION

- **Bachelor of Arts (B.A.) English and Technical Communication**  
Northeastern University, Boston, MA | May 2016