

JOSEPH MANUEL

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Objective: Candidate with 12 years of writing, editing, and content management experience looking to apply related skills to prospective employer.

Recent Experience

LinkedIn, Content Strategist (04/2022 to Present)

- Write, edit, and develop technical and UX content for LinkedIn's online help center, consisting of how-to documentation, business and technical articles, reference guides, and other deliverables
- Work with technical writers, content managers, localization teams, legal writers, developers, and other stakeholders to optimize the LinkedIn user experience
- Format, structure, and manage written documents from inception, to subject matter expert review, to peer review, and import content to an online content management system

Marquam/Amazon, Content Manager (12/2020 to 04/2022)

- Create and publish technical, UX, and UI documentation for Amazon project management software, including user guides, step-by-step directions, help content, and more
- Collaborate with subject matter experts, developers, customer success managers, and other stakeholders to research and gather information to develop deliverables
- Upload documentation onto a content management system (MadCap Flare) and provide written directions, imagery, tables, graphs, and other learning aides for online publication

CLEAResult, Senior Copywriter (10/2019 to 12/2020)

- Develop, write, edit, proofread, and perform quality assurance checks on marketing, technical, and UX materials for clients in the energy-efficiency industry
- Projects consist of deliverables in hard copy and digital formats, and include mailers, sell sheets, website content, videos, case studies, blogs, and other documents
- Collaborate with designers, art directors, copyeditors, producers, marketing managers, and other stakeholders to concept and develop collateral

Additional Work Experience

Travel Portland, Freelance Writer (03/2017 to 01/2020) | **IVET360, Copywriter** (09/2017 to 07/2019) |
CMD Agency, Copyeditor (10/2015 to 09/2017) | **Kroger, Web Content Editor** (06/2012 to 10/2015) |
Allen Press, Inc., Proofreader (10/2010 to 03/2012) | **Portland Monthly, Web Intern** (01/2010 to 06/2010)

Education

University of Oregon | Bachelor of Arts, English (2009)
Portland State University | Master of Arts, Technical and Professional Writing (2019)
Portland State University | Graduate Certificate, Teaching Adult Learners (2019)

Skills

Technical writing | Content management | UX writing | Copy writing | Copy editing | Proofreading |
Microsoft Office | Adobe Creative Suite | HTML | XML | DITA | MadCap Flare | Social Media | WordPress