Michelle Kot

TECHNICAL WRITER

Summary

Collaborative, detail-oriented Technical Writer with 5+ years of experience authoring high-quality software documentation, templates and user guides/manuals to clearly and efficiently explain highly complex systems and processes.

Education

University of Virginia
B.A. in English Literature
Class of 2011

South Florida University
M.A. in English Language
Class of 2016

Skills

- Ability to write clearly
- Facility with technology
- Talent in showing ideas graphically
- Ability to interact with SMEs
- Writing clearly, concisely, and precisely

Contact Info

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Career Progression & Accomplishments

TECHNICAL WRITER
LKJI, 2013-2016

- Submited draft SOPs to management for final approval and processing
- Gathered pertinent information to draft SOPs
- Prepared Technical Documentation
- Contributed ideas and suggestions to the team and the customer for additional policies, processes, and standards

TECHNICAL WRITER
Protocol Link, 2016-2019

- Designed, created, maintained and updated different types of technical documentation, online help, user guides, white papers, design specifications, presentations, and other documents
- Created content including white papers, technical bulletins, installation instructions, video scripts, blogs, and social media postings