

EMILY TRACY

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Detail-oriented, creative individual who utilizes strong written and oral communication skills to produce high-quality results in group & individual settings. Continually works to learn new things.

TOOLS & TECH

DITA/XML • HTML+CSS • Oxygen • Heretto (EasyDITA) • Camtasia • Confluence • Figma • MS Office

EXPERIENCE

Technical Documentation Design Intern | June – September 2021 | Remote

Viewpoint, a Trimble Company

- Authored technical product documentation ([Project Roles](#), [Photo Reports](#)) and [release notes](#) in DITA for the Viewpoint Help software product Viewpoint Team.
- Revitalized the Information Experience team's writing style guide.
- Documented features throughout an entire software release cycle.
- Bolstered skills in identifying and addressing the needs of user groups, architecting content using Oxygen & Heretto, meeting release deadlines, and implementing feedback from reviews.

EDUCATION

Bachelor of Arts Degree in Technical Communications | 2018 – 2022 | Cheney, WA

Eastern Washington University

- Completed minors in Communication Studies, Journalism, and Music.
- Graduated summa cum laude and maintained a 4.0 GPA.
- Worked on and managed team technical writing projects:
 - ~ [Electronic repair guides](#) collaborating with the company iFixit
 - ~ [Help instructions](#) for signing in to Riipen.com
 - ~ [Web content](#) for the EWU Prairie Restoration Project website

High School Valedictorian | 2014 – 2018 | Mill Creek, WA

Henry M. Jackson High School

RESOURCES & REFERENCES

www.emilytracycreative.com | www.linkedin.com/in/emilytracy17

References available upon request.