JASON MORRISON

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A Technical Writer with five years of experience, specializing in developing user guides, HTML, quality assurance, and technical writing. A strong history of coordinating with cross-functional teams to create user-facing technical documentation. Expertise in developing accessible training materials for diverse audiences.

PROFESSIONAL EXPERIENCE

TECHNICAL WRITER

Workforce Software Solutions, San Francisco, CA | May 2018– Present

- Collaborate with product management teams and cross-functional groups to develop training guides and documentation for software products generating $25M in revenue
- Create feature articles on software products and develop user-facing training materials for customers, including videos, user guides, and white papers
- Interface with subject matter experts and software engineers to maintain product knowledge and perform quality assurance reviews on technical articles and documents
- Translated technical concepts and software specifications into accessible business solutions for customers in collaboration with product marketing teams

TECHNICAL WRITER

Resource Management Software Co., San Francisco, CA | May 2016– May 2018

- Wrote, proofread, and edited technical documentation in support of enterprise software products, which included creating customer-facing materials on software solutions for resource management and workforce planning
- Collaborated with product owners, cross-functional teams, and software developers to create internal and external guides for software installation, configuration, and usage

EDUCATION

BACHELOR OF SCIENCE (B.S.)
TECHNICAL WRITING

University of San Francisco, San Francisco, CA | September 2012 - May 2016

KEY SKILLS

- User Training Guides
- Cross-Functional Collaboration
- Product Documentation
- Quality Assurance
- Microsoft Office Suite

CERTIFICATIONS

- Technical Writing Certification Course, Technical Writer HQ, 2017