



# Aliya Jackson

Resourceful and diligent freelance writer with over 5 years of experience. Collaborator skilled at building positive relationships with virtual teams and writer networks. Focused on finding new ways to optimize writing efficiency and quality.

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## Professional Experience

### Freelance Writer

Miami, FL | April 2020 to Present

- Currently ranked fifth out of 45 in virtual writer network, based on Q1 client satisfaction surveys
- Built reputation as a valued partner to key clients. Frequently consulted on new content strategies and ideas
- Adopt standard procedures to ensure consistent project quality and timely communication with colleagues

### Writer

KLM Content Services, Inc., Miami, FL | April 2017 to April 2020

- Member of team that increased weekly article production by 23%
- Helped define new copy editing protocols that improved service quality and client retention
- Coached and mentored junior writers

## Education

Bachelor of Arts (BA) — English  
University of Florida, Gainesville, FL  
2017

## Key Skills

- Client relations
- Content development
- Copy editing
- Microsoft Word, Excel
- Pages (Apple)
- Process streamlining
- Proofreading
- Research and fact-checking
- Team collaboration
- Writing and editing