



Aliya Jackson

Resourceful and diligent Freelance Writer with 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 #5 out of 45 in virtual writer network, based on Q1 client satisfaction surveys
- Build reputation as a valued partner to key clients. Frequently consult 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 a team that achieved a 23% increase in weekly article production
- Helped define new copy-editing protocols that improved service quality and client retention
- Appointed and served as a mentor and coach to junior writers

Education

Bachelor of Arts (BA) English
University of Florida, Gainesville, FL
2014 - 2017

Key Skills

- Client Relations
- Content Development
- Copy Editing
- Microsoft Word, Excel
- Pages (Apple)
- Process Improvement
- Proofreading
- Research & Fact-Checking
- Team Collaboration
- Writing & Editing