

JAVEN ACKERMAN

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PROFILE

I am a technical writer with over five years of experience writing technical documentation and training materials and more than ten years of writing and designing for print and the web. I bring technical skills, creative talent, and a user-first approach to any project or team that I'm a part of.

Technology is a tool. Creativity is the muscle that drives it. I use both elements to effectively communicate ideas and information to the audience.

PROFESSIONAL HISTORY

6/2015 to Present

TECHNICAL WRITER / MARKETING CONTENT SPECIALIST

TREXIN CONSULTING

- Creating case studies by interviewing project managers and SMEs, reviewing deliverables and other project documentation, then writing brief, concise, and accessible content based on the collected information.
- Developing email marketing campaigns and landing pages via cross-functional collaboration between marketing team, SMEs, and business leadership, including creating and following a campaign process, writing email and landing page copy, and building email templates and landing pages.
- Working with consultants and business leaders to develop, write, edit, and publish articles and other materials that showcase the expertise and thought leadership of employees of the organization.
- Managing and streamlining the creation, editing, and publication of many different kinds of content, including consultant bios, press releases, internal announcements, and event summaries while ensuring that they adhere to internal stylistic guidelines.
- Improving interviewing techniques, information gathering methods, and relationship-building skills to create effective and compelling technical and promotional materials for a consulting organization that serves the healthcare and technology industries.

1/2015 to 6/2015

TECHNICAL WRITER

MINNESOTA BUREAU OF CRIMINAL APPREHENSION

- Served as a floating writer creating technical documentation and training materials for several project teams that used the Agile development methodology.
- Collaborated with developers and project managers to create vendor specifications materials that define business rules, establish certification requirements, and document the system's XML schema.
- Developed site-readiness documents that provided detailed explanations and instructions for law enforcement agencies about to undergo a software migration.

8/2013 to 1/2015

TECHNICAL WRITER (CONTRACT)

BEST BUY CO. INC.

- Wrote and designed eLearning courses, job aid documents, and user manuals used to train over 120,000 retail employees on desktop and tablet sales applications and tools.
- Researched and wrote over 300 technical support articles that 20,000 Geek Squad Agents continue to use to troubleshoot mobile phones and tablets.
- Collaborated with UX, Dev, and Legal teams to write user interface copy that complimented application design, met legal requirements, and enhanced usability.
- Created User Acceptance Testing (UAT) scripts that were easy for participants to use and that provided QA, UX, and Dev teams the test results that helped them improve future iterations of applications.

5/2007 - 8/2013

STAY-AT-HOME PARENT

12/2005 to 7/2009

FREELANCE WRITER, DESIGNER, WEB DEVELOPER

TARGET, AMERIPRISE, METROPOLITAN COUNCIL, ING

- Provided copywriting, technical writing, scriptwriting, proofreading, copy editing, illustration, QA testing, web development, web design, and graphic design services.
- Worked closely with clients to learn about their businesses, gather information about products and services, and help them define a vision for marketing materials while successfully managing multiple concurrent projects and meeting deadlines.

10/2004-12/2005

TECHNICAL SUPPORT SPECIALIST (CONTRACT)

RBC DAIN RAUSCHER, MEDTRONIC, TRAVELER'S INSURANCE, MACY'S

- Created technical documentation for support knowledge bases.
- Provided technical support to thousands of users via telephone and face-to-face interactions.

EDUCATION

UNIVERSITY OF MINNESOTA, MORRIS - BA, ENGLISH

TECHNICAL SKILLS

PLATFORMS:

Windows 7

OS X

iOS

Wordpress

SharePoint

Pardot

APPLICATIONS:

MS Office 365 Suite

Adobe Creative Suite

FrameMaker 12

LANGUAGES:

HTML 5

CSS 3