

# ALEXA VAN VLIET

WRITER | EDITOR

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## PROFILE

Detail-oriented writer with a passion for technology and over five years of technical writing experience. A quick learner who delights in discovering and experimenting with the newest technologies and applications. Excels in written instruction to simplify user experience and introduce new and updated features, processes, and ideas without overwhelming the reader.

Highly motivated self-starter dedicated to crafting the written word into educational, straightforward, accurate, and creative works as appropriate to meet and exceed the needs of the intended audience.

Excellent at learning best practices and up-to-date information on new topics quickly and thoroughly. Endlessly curious, pursues continuous learning.

## KEY SKILLS

- Adept at finding information, assessing its value, and synthesizing
- Excellent command of grammar and mechanics
- Superior organizational ability and detail-oriented work ethic
- Highly motivated; capable of self-direction or team-collaboration
- Eager to learn and utilize new technologies

## PROFESSIONAL EXPERIENCE

### Technical Editor

POOLCORP | COVINGTON, LA (REMOTE) | 2022 - PRESENT

- Created and updated SOPs necessary for the organization. Updated formatting of SOPs and other deliverables to reflect consistent, unified style, voice, and branding across all documentation.
- Responsible for the weekly Field Support Communication newsletter. Solicited news, updates, and other content from all departments and compiled, revised, and delivered email newsletter using MailStyler to applicable delivery lists.
- Wrote and edited content as needed across the organization for presentations, maintenance and security alerts, guides, documentation, etc., often requiring quick turnaround for unexpected events.

### Technical Writer

THE GOAL / DELOITTE | ARLINGTON, VA (REMOTE) | 2021 - 2022

- Updated formatting of SOPs and other deliverables to reflect consistent, unified style, voice, and branding across all documentation.
- Edited documentation to provide explicit, concise, and professional instruction to the intended audience. Ensured included tables, figures, and links were working correctly and delivered value and clarity to the reader.
- Ensured documentation was both grammatically and technically correct. Accurately defined and utilized industry-standard vocabulary and acronyms.

## PROFESSIONAL EXPERIENCE *(CONTINUED)*

### Technical Writer

CRESTRON ELECTRONICS | ROCKLEIGH, NJ (REMOTE) | 2020

- Created and updated product documentation to reflect new or updated products and technologies. Ensured that instructional documents were written with technical accuracy while remaining concise and clear.
- Collaborated with others including writers, editors, the legal team, and subject matter experts to produce accurate, high-quality documentation.
- Determined which media and documentation types users preferred as well as explored emerging technologies to ensure information was consistently presented via modern methods.
- Collaborated with coworkers and others across various time zones utilizing tools such as Microsoft Teams, emails, voice and video calls, cloud-based sharing, and others.

### Customer Support Specialist

SOUL SPACE MEDIA | LAS VEGAS, NV (REMOTE) | 2018 - 2019

- Addressed customer inquiries received via email tickets and voicemail messages in a timely and courteous manner, ensuring customer satisfaction without compromising company policies.
- Managed various member communities, ensuring group rules were followed. Moderated member contributions with warnings, deletions, explanations, and follow-ups as necessary. Ensured only active members were accepted into membership-only groups.
- Wrote the standard operating procedures for customer support tasks.

### Technical Writer

UNISYS CORPORATION | MALVERN, PA | 2014 - 2018

- Collaborated with other writers and departments to create, edit, and update documentation. Researched and supplied updates to address customer queries relating to existing documentation.
- Communicated with others globally via email, instant messaging, and audio/video conferencing, to develop a technical understanding of the products and produced documentation relevant to the target audience.
- Synthesized input from all sources to obtain unanimous approval on the documents, ensuring technical accuracy while following documentation standards.

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## EDUCATION

Agile Project Management with Scrum (Continuing Professional Education)  
7 hours of Instruction, Lecture, and Discussion (.7 CEUs)  
Penn State Great Valley, Malvern PA  
March 2016

B.A. English (Writing Concentration) / Web Technology Minor  
West Chester University of Pennsylvania  
Degree Honors: Magna Cum Laude  
Fall 2010 – Graduation May 10, 2014

## AWARDS AND PUBLICATIONS

Silver Recognition Award  
Making MCP Express Easier to Use  
Unisys Corporation, September 2016

MCP Express Getting Started Videos  
Unisys ClearPath YouTube Channel January 2016

“Take Heart” and “The Canvas”  
Daedalus, Issue 40, Spring 2012

## TECHNICAL SKILLS

- PC operating platforms
- Microsoft Office/Office 365 (Word, PowerPoint, Excel, Teams, Outlook)
- Adobe (Photoshop, Illustrator, Dreamweaver, Contribute, RoboHelp)
- MadCap Flare
- G Suite
- Video Editing (Camtasia)
- Search engine optimization
- Social Media platforms (Facebook, Instagram, Twitter, WordPress, YouTube, Tumblr, Blogger, Pinterest, Twitch, Discord, Slack)
- HTML/XML; CSS; Some PHP
- Content Management Systems (Contenta/Arbortext Editor)
- Zendesk
- Keap (formally known as Infusionsoft)
- ManyChat
- Trello
- MailStyler