[Technical Writer Social Media](https://www.postjobfree.com/resume/ady8yc/technical-writer-social-media-seattle-wa%22%20%5Ct%20%22_blank)

Location:
Seattle, WA

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Christine C. Watson

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CAREER OBJECTIVE
Christine is a seasoned writer and editor with a wide breadth of experience ranging from creative copywriting and blogging to technical writing and training documentation. An expert attention to detail and a passion for clarity in communication has fueled her success from freelancing to behind the desk at a Fortune 10 company. She is excited for the chance to lend you her skills and expertise while continuing to grow her professional repertoire.

CORE COMPETENCIES

Experienced technical and creative writer
Passion for innovation
High attention to detail
Eager to absorb and implement feedback
Delivers high quality content under tight deadlines

PROFESSIONAL EXPERIENCES
Microsoft, Seattle, WA
Content Writer, March 2023 – June 2023
Creating blogs articles, help documentation, and promotions for Teams Premium features.
Updating existing Teams Premium documentation and imagery to reflect the current capabilities and UI

AT&T, Seattle, WA
Technical Writer, May 2022 – December 2022
Drafting Salesforce Knowledge Articles and FAQs for an audience of Sellers.
Creating Salesforce Chatter tips.
Drafting, editing, and sending urgent communications.

Microsoft, Bellevue, WA
Technical Writer III, December 2021 – June 2022
Drafting help center articles for new Microsoft Teams features.
Updating and refreshing existing help center documentation to reflect changes and enhancements to Microsoft Teams.
Utilizing Power BI dashboards to optimize help center content.

The Walt Disney Company, Seattle, WA
Sr. Communications Specialist/Technical Writer, October 2021 – December 2021
Creating social media posts for an internal audience.
Building out and managing a comprehensive content calendar.
Drafting presentation decks with accompanying scripts and imagery.

Wunderman Thompson, Seattle, WA
B2B Marketing Writer, March 2021 – September 2021
Creating marketing emails, LinkedIn ads, comparison charts, video scrips, eBooks, and banners for T-Mobile.
Writing collateral for major campaigns such as the T-Mobile for Government Connecting Heroes® program.
Collaborating closely with subject matter experts, T-Mobile marketing teams, and brand and legal departments to ensure all collateral aligns with client expectations.

BitTitan, Bellevue, WA
Content Writer, April 2020 – February 2021
Writing, updating, and re-organizing migration guides.
Creating troubleshooting documents for both internal support teams and customers.
Developing brand and style guidelines for customer-facing content.
Incorporating tags and SEO best practices for knowledge base articles.

Microsoft, Bellevue, WA
Technical Writer III, July 2019 – April 2020
Crafting new internal trainings, job aids, and process documents.
Collaborating with multiple teams across the organization to ensure new and existing documentation best serves their needs.

GE Healthcare, Issaquah, WA
Technical Writer, February 2019 – July 2019
Writing highly technical documentation for an audience of mechanical engineers.
Working side by side with engineers and assembly personnel to edit and update process documents.

AT&T, Bothell, WA
Technical Writer, February 2016 – February 2019
Creating both customer-facing and internal presentations on new products and product enhancements.
Creating training material that informs customers about the benefits and proper usage of AT&T Business Center services.
Working closely with subject matter experts, brand, and legal teams to ensure existing training material and presentations are current and compliant.
Ensuring all customer-facing documents are CATO (Corporate Accessibility Technology Office) compliant.
Managing the team SharePoint site.

Wireless Advocates, Seattle, WA
Communications Specialist, January 2014 – February 2016
Writing, editing, and researching content for corporate communications.
Writing and organizing content for daily company newsletters.
Updating the company intranet sites using WordPress and Dreamweaver.
Managing site permissions and updating files on SharePoint.
Ghostwriting executive memos and quarterly newsletters.
Managing, writing, and selecting content for the company’s social media sites including Facebook and Twitter.

Teleion Consulting, Seattle, WA
Marketing Content Manager, September 2013 – January 2014
Editing HTML documents in Microsoft Visual Studio.
Using ExactTarget to create Bing Ads emails for multiple geographic markets.

Google, Bothell, WA
Writer/Editor, July 2012 – September 2013
Editing high volumes of content including textbooks and blogs for use in Google mobile applications.
Editing roughly translated blogs for better English fluency.
Aiding in the training of new hires and foreign contractors.
Use of basic HTML in text editing.

FREELANCE AND INTERNSHIP EXPERIENCES
Buzz Boom Creative, Issaquah, WA
Freelance Contributor, February 2016 – April 2016
Editing and SEO optimizing web content for multiple small business.

The Bellevue Reporter, Bellevue, WA
Freelance Contributor, May 2012 – August 2012
Writing print articles for a local newspaper.

Bellevue Downtown Association, Bellevue, WA
Intern/Blogger, September 2011 – December 2011
Writing and editing all blog content for the BDA’s blog Bellevue Local Table from September 2011 to December 2011.
Extracting information from press releases and interviewing local restaurant owners.
Incorporating SEO principles into blog posts to optimize Bellevue Local Table blogs in internet searches.
Composing Facebook and Twitter posts to promote business featured in the blogs.

EDUCATION AND COURSEWORK
University of Washington, Seattle, WA
Bachelor of Arts in English Literature, Graduated June 2011

ADDITIONAL SKILLS
Excels working in high-pressure situations and managing multiple projects effectively while meeting stringent deadlines.
Experience using HTML, Microsoft Visual Studio, and Dreamweaver.
Experience using image-editing software including InDesign, Photoshop, and SnagIt.
Experience using multiple content management systems including SharePoint, Zendesk, Confluence, and WordPress.

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