

SOFIA FERNANDEZ

info@sofia-fernandez.com | www.sofia-fernandez.com

OBJECTIVE: To utilize and develop my skills as a Senior Technical Writer in the technology industry.

SPECIALTY: Technical Writing, Communications, Application Development, Business Process Analysis, Documentation, Localization, Content Development, Analytics, Training, Project Management, Information Technology, Web Development

WORK EXPERIENCE: **Ambiq Micro, Inc – Austin, TX** **January 2020 to Current**

Technical Writer (Remote, Contractor)
Managing internal and external documentation

Manager, Marketing Communications and Branding (Remote, Full-Time)
Managed marketing activities including social media, internal and external newsletters, email blast notifications, blogs, company website, product collaterals, and press releases

Senior Technical Writer (Remote, Full-Time)
Worked with Technical Marketing, Software, Engineering, and Operations Teams on maintaining product webpages and technical documents

Senior Technical Writer **December 2017 to January 2020**
Western Digital – Irvine, CA (Onsite, Full-Time)

Managed documents from point-of-request, content gathering, review, approval, localization, release, and distribution based on requirements. Collaborated with Product Marketing, Product Management, Legal, and Engineering Teams to process document reviews and approvals. Developed internal standard work for Technical Publications Team.

Senior Technical Writer **March 2017 to November 2017**
MFour Mobile Research, Inc – Irvine, CA (Onsite, Full-Time)

Documented business process workflows for Sales, Operations, Client Services, Survey Programming, and Data Teams. Created and managed documentation for the *Surveys on the Go Editor*, and the *Automated Fielding* tools, and created application installation and uninstallation guides for IT Team

Staff Technical Writer **August 2014 to February 2017**
QLogic Corporation – Aliso Viejo, CA (Onsite, Full-Time)

Worked with Product Management, Engineering, Quality Assurance, Support, Legal, Marketing, and various groups to publish application notes, data sheets, installations guides, online help, user's guides, and other documents.

Software Specification Writer **October 2012 to August 2014**
Telogis, Inc – Aliso Viejo, CA (Onsite, Full-Time)

Collected, analyzed, defined, and documented business process workflows, software requirements specification, and various documents while working directly with Leadership, Product Management, Marketing, Quality Assurance, and Development Teams.

Support Services Technical Writer (Contractor) **November 2007 to October 2012**
Broadcom Corporation with the GDR Group – Irvine, CA (Onsite, Full-Time)

Worked with local and international Supervisors, Managers, Engineers, and other subject matter experts to develop, create and update a variety of internal and external documents.

Technical Writer & Documentation Specialist **December 2005 to November 2007**
NTI Corporation – Irvine, CA (Onsite, Full-Time)

Created, maintained and updated software help files, resource files, website content, reviewer's guides, user's guides, and various documents for consistency, accuracy, and localization.

PUBLISHING TOOLS & APPLICATIONS:	Adobe Dreamweaver	Google Analytics/Search Console	Balsamiq Mockups	MadCap Flare
	Adobe FrameMaker	Google Docs/Sheets/Slides	Bandicam	Notepad++
	Adobe InDesign	Microsoft Word/PowerPoint/Excel	Confluence	Canva
	Adobe Photoshop	Microsoft SharePoint	Help & Manual	Qt Assistant
	Adobe RoboHelp	Microsoft Visio	LucidChart	WordPress

EDUCATION: **Bachelor of Science in Business Administration**
University of California, Riverside

CERTIFICATES:

- Network Administrator Certificate Program at Saddleback College
- Application Developer Certificate Program at Saddleback College
- Technical Writing Certificate at UC Riverside Extension Center

SKILLS & ABILITIES:

- Adaptable, flexible, and possess organizational skills and ability to work independently, and with several technical teams in a fast-paced environment
- Ability to quickly learn new software and applications
- Excel at diverse activities with excellent project management skills

INTERESTS, GROUPS:

- Member of Society for Technical Communications (STC)
- Member of Phi Theta Kappa Honor Society

REFERENCES: Available upon request