



TECHNICAL WRITER

CONTACT

LOCATION

West Palm Beach, FL

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PORTFOLIO

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LINKEDIN

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EDUCATION

Master of Arts in English

Southern New Hampshire University | 2020

Bachelor of Arts in English

Minor in Mass Communication and Religion
University of Florida | 2012

Associate Degree in English

Florida International University | 2010

LANGUAGE

Basic Spanish

JESSICA VEGA

TECHNICAL WRITER | QA DOCUMENTATION SPECIALIST

PROFESSIONAL PROFILE

Technical Writer with 9+ years of experience creating user documentation, online help systems, training materials, knowledge bases, and process documentation for SaaS and publishing organizations.

Experienced in collaborating with software development, QA, marketing, and customer support teams to improve user adoption and product usability. Skilled in documentation strategy, content architecture, QA testing, bug reporting, and user education. Familiar with HTML, CSS, JavaScript, Git workflows, accessibility principles, and software release processes.

PROFESSIONAL HIGHLIGHTS

- 9+ years of documentation and publishing experience
- 4+ years supporting SaaS software products
- Cross-functional work with Development, QA, Marketing, Customer Support, and leadership
- Written, visual, and video-based training materials
- Software validation, QA testing, and defect reporting experience
- Master of Arts in English

CERTIFICATIONS

Certificate in Technical Writing | 2020

Lean Six Sigma Yellow Belt | 2019

PROFESSIONAL EXPERIENCE

Technical Writer
MOBIWORK

January 2022 - Present

KEY ACCOMPLISHMENTS

- Expanded and maintained customer-facing documentation for web and mobile SaaS applications, including online help, user guides, FAQs, support materials, and release-related content.
- Improved documentation clarity and customer self-service resources through enhanced screenshots, visuals, FAQs, and instructional content, reducing reliance on direct support assistance.
- Organized and structured documentation to improve content discoverability, navigation, and overall user experience.
- Partnered with Marketing and executive leadership to develop video tutorials, scripts, storyboards, and educational content using Camtasia and Snagit, supporting product awareness, customer engagement, onboarding, and adoption.
- Executed functional and regression testing for web and mobile application updates, validating content, workflows, and user-facing functionality prior to release.
- Identified, documented, and tracked software defects; collaborated with developers to reproduce and resolve issues before deployment.
- Supported release validation and UAT activities by reviewing app and website content for accuracy and consistency across platforms.
- Collaborated with Development, Marketing, Customer Support, and leadership teams to communicate product features clearly, improve user education, and enhance the overall customer experience.
- Reviewed documentation and user-facing content for clarity, consistency, accessibility considerations, and alignment with organizational standards.
- Created response templates and standardized communication assets for customer-facing teams.

EXPERTISE

DOCUMENTATION, QA & COMPLIANCE

CORE SKILLS

DOCUMENTATION

Technical Documentation | Knowledge Base Management | Release Notes | Process Documentation | SOPs | Content Management | Information Architecture | Training Materials

QA & VALIDATION

Functional Testing | Regression Testing | UAT | Defect Tracking | Test Case Execution | Software Validation | Release Validation | Bug Reporting

DEVELOPMENT PROCESS

Agile and SDLC Concepts | Version Control | Git Workflows | Software Release Processes

GOVERNMENT & COMPLIANCE

Section 508 Accessibility (Familiarity) | Accessibility Standards | Policy Documentation | Regulatory Documentation Support

TECHNOLOGY

DOCUMENTATION

Snagit | Camtasia | Adobe Acrobat | Canva

DEVELOPMENT

Git | SourceTree | Eclipse

WEB TECHNOLOGIES

HTML | CSS | JavaScript

BUSINESS SYSTEMS

Salesforce | SAP

PRODUCTIVITY

Microsoft Office | Google Workspace

JESSICA VEGA

PROFESSIONAL EXPERIENCE | CONTINUED

Senior Project Coordinator TAYLOR & FRANCIS

January 2017 - January 2022

- Developed and maintained process documentation, workflow guides, SOPs, and reference materials for internal systems and publishing operations.
- Created training guides, reference materials, checklists, videos, GIFs, and onboarding resources to support employee development and knowledge transfer.
- Trained staff on publishing workflows, software systems, and operational procedures.
- Partnered with cross-functional teams to test new software implementations and report defects prior to rollout.
- Drafted contracts and proposals for prospective book projects, including royalty terms and translation rights.
- Optimized web content and metadata to improve search visibility and discoverability across publisher websites and online marketplaces.

Project Coordinator TAYLOR & FRANCIS

May 2014 - January 2017

- Reviewed complex academic and technical manuscripts to confirm readiness for production.
- Coordinated schedules, documentation, copyright materials, tax forms, and contributor records with authors, editors, and internal teams.
- Maintained accurate project documentation, author records, metadata, and workflow data across multiple internal systems.
- Managed production workflow details to keep projects moving efficiently and on schedule.

Editorial Intern SPORTS MEDIA 101

May 2013 - August 2013

- Wrote weekly articles for publication and edited content for accuracy, quality, and consistency.
- Conducted research to verify originality and prevent plagiarism.

SELECTED PROJECTS

Product Documentation Portal: Developed and maintained online help content, FAQs, and user guides for SaaS customers.

Software Release Validation: Performed content validation, functional and regression testing, and defect reporting for web and mobile releases.

Customer Training Resources: Produced video tutorials, storyboards, scripts, screenshots, and instructional materials using Camtasia and Snagit.

HONORS & SOCIETIES

University of Florida: Cum Laude (2012) | Florida International University: Dean's List (Fall 2009, Spring 2010, Fall 2010) | Delta Epsilon Iota | Golden Key Honor Society | Sigma Tau Delta | Phi Kappa Phi | English Society