

DIANA WU

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Education

B.S. Technical Communication
Iowa State University — Ames, IA
2020

Experience

Technical Writer — GEP

MAR '21 – JUL '24

- Migrated content while developing a digital help center using Madcap Flare.
- Created and updated user manuals and data dictionaries for procurement and supply chain software.
- Managed release notes for 3 product lines in accordance with Agile software development lifecycle (SDLC).
- Organized demos and webinars monthly, coordinating with teams spanning across 3 continents.
- Visualized software architecture flows and formatted LaTeX for IP patent submissions.

Printing and Customer Service — Copyworks

MAY '19 – MAY '20

- Unjammed and operated large-scale printers to fulfill orders.
- Advised customers about achieving fidelity of their project deliverables.
- Set up bleed margins, alignment, or data mail merge using graphic design programs.
- Collected packages and validated shipping labels for UPS and FedEx drop-offs.

Grant Writer Intern — Iowa Able Foundation

OCT '17 - DEC '18

- Apply to grant opportunities pertaining to financial access for the underserved and disabled.
- Created assets for proposals and outreach (infographics, organization charts, flyers).
- Wrote letters of inquiry (LOIs) and drafted proposal sections.

Food Service — ISU Dining

AUG '16 - DEC '18

- Resolved complaints and inventory shortages with clientele.
- Sanitized and disinfected industrial machines to uphold quality, safety and health standards.
- Processed, packaged and delivered bulk inventory through temperature-controlled environments.

Skills

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- | | |
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| • Business, proposal, & copywriting | • User testing & accessibility, WCAG |
| • JIRA, Confluence, SharePoint, Markdown | • Adobe Suite, Photoshop, InDesign, Illustrator, |
| • HTML, CSS, JavaScript, Python, Git, Linux | Acrobat, Premiere |
| • Snagit, Camtasia | • Madcap Flare, single-source authoring |

Miscellaneous

Fiction Writing

- Short stories published in *Slouching Beast*, *Sci-fi Lampoon*, and *Dark Drabbles* literary magazines.
- Beta read manuscripts.

Open Source Contributions

- Directus CMS: Documented database type variables, prototyped app UI features, implemented auto-create junction for M2M feature.