



HEIDI HERNANDEZ

TECHNICAL AUTHOR &
DESIGNER

CONTACT

(469)260-3509

[https://www.linkedin.com/in](https://www.linkedin.com/in/heidi-lee-hernandez-510077233)

[/heidi-lee-hernandez-](https://www.linkedin.com/in/heidi-lee-hernandez-510077233)

[510077233](https://www.linkedin.com/in/heidi-lee-hernandez-510077233)

leefalcon29@gmail.com

SUMMARY

I am a qualified and professional technical author with a range of experience in writing and designing technical documents. Strong creative and analytical skills. Team player with an eye for detail.

SKILLS

- Web Design
- Design Thinking
- Problem-Solving
- Computer Literacy
- Project Management Tools
- Strong Communication
- Time Management Tools
- Organizational Skills
- Efficiency in Multi-Tasking

EXPERIENCE

FREELANCE TECHNICAL WRITER

Sapphire Risk Advisory Group

2022 - PRESENT

- Collaborate with team members to explore new content ideas
- Create technical documents such as: safety manuals, training programs, city applications, etc.
- Proofread documents for minor or major grammatical errors

OPTICIAN

Walmart

2020 - 2021

- Fill patient prescription of contacts/frames to ensure proper use
- File insurance claims to ensure full use of patient benefits
- Manage confidential patient health information through software
- similar to Word and Excel

EDUCATION

2023 - PRESENT

University of North Texas

MASTER OF ARTS IN PROF. & TECHNICAL COMMUNICATION

2022 - 2023

The University of Texas at Arlington

BACHELOR'S OF ARTS, MAJOR IN ENGLISH

MINOR IN TECHNICAL WRITING & PROFESSIONAL DESIGN

2014 - 2010

Dallas College

ASSOCIATE'S OF LIBERAL ARTS