

Aaron Carpenter

431 S Walnut St
Boise, ID 83712

brynhild84@msn.com

(208) 515-1704

www.linkedin.com/in/techcommkungfu/

SUMMARY OF SKILLS

- 3 years experience as a technical writer
- 3 years experience teaching English as a foreign language
- 3 years experience as a German–English translator

TECHNICAL SKILLS

- Experience working with XMetal and the Concentra Content Management System
- Knowledge of SQL, HTML, XML, SDL Trados, Adobe Captivate, InDesign, Illustrator, Visio
- Advanced knowledge of German

EDUCATION

Master of Arts in Technical Communication,

Dec 2014

Boise State University, Boise, ID

GPA: 3.8

Bachelor of Arts in German,

May 2006

Boise State University, Boise, ID

EXPERIENCE

Content Strategy Support Analyst, Hewlett-Packard, Boise, Idaho

January 2016 – September 2016

- Compared current HP product information with what information customers stated was important for their buying decisions
- Check current product specifications for inconsistencies and made recommendations for updates
- Created recommendations for new content filter options and product description bullets

Technical Writing Contractor, Hewlett-Packard, Boise, Idaho

July 2013–October 2015

- Edited and wrote how-to and troubleshooting instructions for commercial desktop and notebook computers for online publication on the HP customer care website
- Created a monthly report that tracked views and satisfaction rates for online support documents
- Oversaw the creation of overview and specification documents for new commercial computers

German-English translator, freelance

July 2013–Present

- Translated and edited general business documents, news articles, and a graduate thesis

Technical Writing Contractor, Aquent Studios, Boise, Idaho

Nov 2012 – April 2013

- Wrote how-to and troubleshooting instructions for consumer printers for online publication

English Teaching Assistant, Austrian Fulbright

Oct 2008 – May 2010

- Developed and taught lessons on current events in the English-speaking world at the high school level

English Teaching Assistant, Qingdao Baishan School, Qingdao, China

July 2006 – July 2007

- Developed and taught lessons on English grammar and vocabulary at the fifth-grade level.

PRESENTATIONS

Challenging the National Linguistic Narrative, Austrian Studies Association

March 2016

- Presented a paper on how a bilingual education program in Vienna was helping students of migrant background to learn German more quickly and to feel welcome in Austrian society.