

Viviana Munoz

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Committed to providing compelling solutions and a desire to simplify and innovate the culture of writing and technology.

Technical Writer with over 10 years of experience in content creation, with a diverse background in analytics, finance, recruiting, sales, and marketing. I am recognized for the ability to build strong relationships with people and remotely lead cross-functional teams. Noted strengths in web content, business proposals, web designs and career focused documents. I hold a strong academic background having ownership of a Masrtrs in Information Technology that contributed greatly to my skills sets. Fluent in English and Spanish.

Areas of Excellence

Content Writing, Technical Writing, Time Management, SEO, Google Analytics, Google Ads, Project Planning, Short Cycle Selling, Team Building, Wireless Technologies, Business Process Improvements, Performance Metrics, Data Analysis, Negotiating, Marketing, Written Communications, Customer Service, Financial Management, Problem Solving, Business Acumen, Printable Marketing

Professional Profile

Technical Writer/ Business Owner (thewritingmaster.com)

October (2014)

The Writing Master LLC Founded in July 2019 | Tampa, FL Remote

Master at creating high-quality technical content for clients by researching relevant facts to help them improve their professional or business portfolio(s). I am skillful at building business objectives, identifying areas of opportunities through researching consumer and competitive analysis, which resulted in perfect 5-star ratings on Facebook and Google reviews. I am an expert at designing printable marketing using Canva to establish different marketing strategies and engage with a diverse audience.

- Manages and directs a team of two on collectively collaborating with clients to ensure that projects exceed expectations as well as demonstrate the tremendous value clients add to their business or career paths.
- Highly skilled at preparing a variety of technical content and digital documents such as recommendation, cover letters, resumes, career questionnaires, LinkedIn, Facebook Business pages and more.
- Creates resumes, curriculum vitae, and other career focused literature for applicants to represent qualifications, job history, and skillsets in a clear and readable format while fully optimizing it with keywords to help pass the "ATS" applicant tracking system.
- Successful at working with cross-functional teams, building alliances and partnerships with C-Level Executives to help create a professional presence for their business or personal branding.
- Establishes extensive knowledge of writing skills, communication abilities, networking, computer competencies, and time management.
- Simplify complex initiatives through web content and provide how-tos and step by step instructions on directing people to accomplish specific goals.
- Able to quickly research and write for targeted audiences and present easy to understand literature such as manuals, project presentations, and proposals.

Website Designer for The Writing Master LLC & icomputernerd.com

- Knowledgeable in creating web designs on WordPress using -Elementor and light HTML5, and CSS,coding.
- Creates and develops SEO friendly post and implement marketing strategies for websites and social media engagement using Google Analytics.
- Successful in building and designing website , changing codes, and meeting with clients to discuss project requirements and progress.
- Thoroughly discuss with clients the requirements of, layouts, textual content, a graphical or animated format that should be incorporated on their website. Create visual layouts and style changes for marketing post using Canva..

Technical Competencies / Familiar with these programming languages

WordPress, Elementor, Google Analytics, Google Console, Implementing Site Maps, Canva, Google My Business, Microsoft Word, Windows 10, HTML5, CSS, Java, Bootstrap, JQuery, React

Social Media Business Profiles

- Create engaging and relevant social media content to reach and extend connections to persons looking for services.
- Plan social media strategies with questions and answers that can help add value to someone's research.



Personal Websites

[Thewritingmaster.com](#)

[Icomputernerd.com](#)

[CodePen](#)

WordPress Management / Web Designs

Technical communicator knowledgeable in creating engaging post and relevant content for companies looking to extend their digital footprint.

- Able to upload and download post / images
- Implement sitemaps
- Implement proper tags and headings
- Write technical content and how-tos
- Implement SEO keywords optimization

Client Projects

[Irey Vibes](#)- Jamaican restaurant focused website

[ProvenBilling.com](#) Health billing focused website

Industries written for...

- Health Care
- IT Project Management
- Engineering
- Musical
- Military JP5 Fueling
- Federal documents
- Wireless Technologies
- Object Oriented Programming
- Education

Education History

In ownership of a **Masters Degree** in the occupational studies of Information Technology

Keller Graduate School of Management | New York, NY

Bachelor's in Computer Forensics / Programming

DeVry University | New York, NY

Associates in Accounting

Interboro New York, NY

Certifications

Free Code Camp | Full Stack Developer **in progress**

Free Code Camp | Responsive Web Design

HubSpot Academy 5 Hour course in Inbound Marketing | 2 Hour course in SEO

Courses taken in CCNA "Cisco Certified Network Associate" - **University of Phoenix**