

Patrick Olszewski

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Education

University of Massachusetts Amherst, May 2022

Commonwealth Honors College

Bachelor of Arts: English, GPA: 4.0

Professional Writing and Technical Communication Certificate

Creative Writing Specialization

Holyoke Community College, May 2020

Associate degree: Liberal Arts and Humanities, GPA: 4.0

Class of 2020 Valedictorian

Relevant Experience

Thomson Reuters, fully remote

Content Specialist Contractor, February 2025 – Present

- Proofread 100-page accounting manuals, guides, and documentation for online content system publication
- Validate and quality-check XML content and documentation comparisons between versioned content
- Support content team in ongoing content projects to meet tight deadlines
- Collaborate with existing content and technology teams in an asynchronous and synchronized environment

EBSCO Learning, fully remote

Freelance Writer, February 2025 – Present

- Write 2000-word summaries of newly published business books every 2-4 weeks
- Draft reflection questions for practice and learning based on finished summaries
- Work independently with freelancing client and collaborate with editing team when needed

Pragma, fully remote

Technical Writer, September 2022 – December 2024

- Worked with engineering team in an Agile environment and managed all the team's documentation spaces
- Authored and strategically planned Hugo-deployed XML documentation for code-as-product software
- Organized, developed, and maintained topic-based conceptual, tutorial, and API documentation in Markdown
- Designed flowcharts, diagrams, visual aids, screenshots, and collaged illustrations for documentation
- Collaborated with fellow technical writers for feedback, planning, galleys, internal consistency, and check-ins
- Wrote 15 technical blog articles with SEO practices on existing and in-development product spaces
- Scripted, recorded, and produced 3 video tutorials following the same content as technical blog articles

Technical Writer Intern, May 2022 – August 2022

- Wrote a collective series of 3 technical blog articles with lead technical writer
- Assisted with writing release notes, FAQ tickets, and documentation reviews
- Composed a 30 second musical jingle for Pragma video tutorials

Artspromo, Northampton, MA

Social Media Strategist Intern, February 2021 – May 2021

- Managed web production, content creation, and promotional news articles for clients' publicity
- Researched clientele to honestly represent clients' personalities for online multimedia publication
- Organized virtual events, calendars, and broadcasting schedules with online content management programs

Skills & Software

HTML, CSS, XML, JSON, Markdown, Python, Kotlin, Git, MadCap Flare, Google Suite, Adobe Creative Suite, Microsoft Office 365, Word, Slack, Studio One, Logic, OBS Studio, Audio Engineering, Writing, Editing, Communication, Analysis, Adaptability, Problem Solving, Administrative Support, Independent and Collaborative