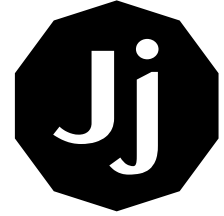# J. Jared Watson

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LINKEDIN
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EXPERIENCE

Freelance Technical Writer & UI Developer / 2017 - Present
Technical Writer, UI Developer

I redesigned multiple websites to be more user-friendly. I built numerous projects with HTML, CSS, JavaScript, and Python. I drafted and designed multiple resumes for clients, all resulting in job offers. I crafted various types of letters and e-mails to customers, and multiple instructions and activity reports for use by coworkers and leadership.

Picnik / Austin, TX / 2017 - Present
General Manager

I led and managed a team of over 50 employees, and helped decrease the labor budget by 5%, while I also oversaw a year in which we increased business by 20%. I modernized and organized administrative processes for efficiency, readability, and speed. I helped cultivate a healthy and positive culture and reduced staff turnover by focusing on employee growth and cross-training.

Progressive Insurance / Austin, TX / 2016
Commercial Lines Service Specialist

I advised agents and customers on commercial insurance policies. I authored and expedited specialized documents, like state and federal filings, which decreased the amount of time customers were out of compliance with local and national Department of Transportation requirements, thereby saving them time and money.

Olivia / Austin, TX / 2013 - 2016
General Manager

I overhauled our cocktail program and reduced waste by using fresh juices, making our mixes from scratch, and by focusing on classic craft cocktails while achieving the lowest liquor costs in years. I coordinated multiple large budget private events and oversaw their success.

PROFILE

I am an adaptable self-starter and a quick learner. I have multiple years of experience in management, technology, writing, and customer service. I have a creative and empathetic eye, and I enjoy solving problems. I am seeking a company that will utilize my unique skills and invests in my personal and professional growth.

SKILLS

Certified Professional Technical Communicator (CPTC™) Foundation

Affinity Designer

Sketch

Adobe Suite

HTML, CSS, and JavaScript

WordPress

EDUCATION

University of Memphis
B.A. in English
Studied persuasive and creative writing, and literary criticism.