

Claire Jones

Technical communicator with experience supporting teams through process documentation and internal communications. Skilled in SME interviews and converting technical information into clear, concise documentation.

EDUCATION

The University of North Texas, Denton, TX — M.A. in Professional and Technical Communication

ANTICIPATED GRADUATION IN MAY 2026

- Cumulative 4.00 GPA.

The University of Texas at Tyler, Tyler, TX — B.A. in English

GRADUATED IN APRIL 2023

- Cumulative 3.72 GPA.

EMPLOYMENT HISTORY

IEA, Inc., Dallas, TX — Communications Intern

AUGUST 2025 - DECEMBER 2025

- Conducted in-depth interviews with Subject Matter Experts (SMEs) to document workflows, procedures, and technical processes.
- Led content layout, design, and production for a 150+ page internal training document in Adobe InDesign and Adobe Illustrator.
- Supported document accuracy, consistency, and version integrity during content revisions and updates.

KD College Prep, Denton, TX — Administrative Assistant

AUGUST 2024 - SEPTEMBER 2025

- Created and maintained 15+ standardized email templates, reducing average email response times to 2 minutes.
- Managed communication records and distribution lists to ensure timely, accurate outreach to key clients.
- Provided operational support to clients, adapting communication to meet diverse client needs in a high-volume environment.

Little Animal Hospital, Longview, TX — Support Specialist

SEPTEMBER 2023 - AUGUST 2024

- Authored 5+ Standard Operating Procedures (SOPs) by developing a standardized template, maintaining documentation consistency, and collaborating with various SMEs.
- Maintained and updated procedural documentation to reflect operational changes, ensuring accuracy and ease of use for staff.

Dallas, TX

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SKILLS

SME interviews

Document control & version management

Process documentation & SOPs

Technical-to-nontechnical translation

Knowledge base development

Written & verbal communication

“How-to” guides & training materials

Cross-functional collaboration

Attention to detail

PLATFORMS & SOFTWARES

Microsoft Office (Word, Excel, PowerPoint, Outlook)

Google Workspace (Docs, Sheets, Slides, Forms)

Adobe Creative Cloud (Acrobat, InDesign, Illustrator)

MadCap Flare

Sharepoint

WordPress

Canva

Camtasia