

Molly Exten

Educator with over three years of experience in technical writing

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WORK EXPERIENCE

mabl, Boston, MA— *Technical Writer*

2022 - PRESENT

- Maintained a knowledge base that was cited as the 3rd most common reason for an NPS promoter score
- Increased click through rate on help docs by 20% through content migration and ongoing SEO-based updates
- Reduced help doc translation costs by half while increasing volume by 50% by implementing an AI workflow
- Created writing and style references for engineering to draft release notes and UX copy

mabl, Boston, MA— *Support Engineer*

2021 - 2022

- Resolved 598 support conversations with an average response time under five minutes and an 86% 5/5 rating during the final quarter on the team
- Collaborated with product and customer success to create learning guides that addressed common points of confusion for customers

UMass Boston, Boston, MA— *ESL Instructor*

2013 - 2020

- Taught over 5,000 hours of classroom instruction in grammar, writing, and speaking skills for non-native English speakers
- Developed curricula to accommodate learners from different cultural, educational, and linguistic backgrounds
- Created video tutorials to teach video editing skills to non-native English speakers

EDUCATION

American University, Washington, DC — *MA in Teaching English to Speakers of Other Languages*

2011 - 2012

University of Pittsburgh, Pittsburgh, PA — *BA in History*

2005- 2009

CERTIFICATIONS

Technical Writer HQ — *Technical Writer Certification Course*

2022

General Assembly — *Software Engineering Immersive*

2021

SKILLS

Markdown | ReadMe | Zendesk | Jira | Confluence | Slack | Lokalise | HTML | CSS | JavaScript | Python