



# Isla MacKenzie

## Junior Technical Writer

Edinburgh, United Kingdom | isla.mackenzie@gmail.com | +44 7453 219 847 | linkedin.com/in/islamackenzie

English and Computing graduate from the University of Edinburgh with a passion for making complex technical information accessible. Completed a **3 month placement** at a software company where I wrote and updated **35 documentation pages** for a developer API. Maintained a technical blog with **12,000+ total views** covering developer tools and workflows. Experienced with Markdown, Git, and docs-as-code workflows.

## Experience

### Technical Writing Intern, FreeAgent, Edinburgh

Jun 2025 – Aug 2025

Joined the developer experience team for a 12 week summer internship writing and maintaining API documentation.

- Wrote **20 new documentation pages** and updated **15 existing pages** for the FreeAgent API, reviewed by senior engineers
  - Created **8 code sample snippets** in Python, Ruby, and cURL to accompany API endpoint documentation
- Conducted **5 usability reviews** of existing docs, identifying **22 improvement opportunities** that were added to the backlog
  - Reduced average support ticket volume for API-related queries by **12%** through improved onboarding documentation

### Student Tutor, University of Edinburgh, Edinburgh

Jan 2024 – May 2025

Tutored first-year students in academic writing and introductory programming.

- Supported **20 students** per semester with weekly drop-in sessions on essay structure and Python fundamentals
  - Received a **4.9/5 satisfaction rating** from student feedback surveys across both semesters

## Education

### MA (Hons) English Literature and Informatics in English Literature and Informatics, University of Edinburgh, Edinburgh

Sep 2021 – Jul 2025

Graduated with Upper Second Class Honours (2:1, **66% average**). Dissertation on the rhetoric of open source project documentation, graded **72%**.

- Relevant modules: Technical Communication, Software Engineering, Information Architecture, Digital Humanities, Rhetoric and Writing
  - Won the **Informatics Writing Prize** for best technical essay in the penultimate year

## Skills

Technical Writing • API Documentation • Markdown / MDX • Git / GitHub • Docs-as-Code • Python (reading & writing samples) • HTML & CSS • Information Architecture • User Research • Style Guide Compliance • Editing & Proofreading • Plain Language Writing

## Certifications

### Google Technical Writing Course, Google

Mar 2025 – Mar 2025

## Languages

English - Native • German - Intermediate (B1)

## Projects

### Tech Writing Blog: Docs & Dev

Jun 2024 – Dec 2025

Maintained a personal blog covering developer documentation best practices and tool reviews.

- Published **18 articles** over 12 months, accumulating **12,000+ total views** on Medium and dev.to
- Top article on API documentation patterns reached **3,400 views** and was shared by the Write the Docs community
  - Built a following of **450 subscribers** through consistent weekly publishing

### Open Source Docs Contributor: Astro

Jan 2025 – Jun 2025

Contributed documentation improvements to the Astro static site generator.

- Submitted **6 merged pull requests** improving tutorial clarity, fixing broken links, and adding code examples
- Rewrote the **Getting Started guide** introduction, which was accepted by maintainers after community review

## References

**Dr. Helen Sherwood-Taylor**, Lecturer in Informatics, University of Edinburgh, h.sherwood-taylor@ed.ac.uk, +44 7700 900 588

## Extra Curricular Activity

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### Volunteer Editor - Edinburgh University Press (Student Journal)

*Sep 2024 – Jun 2025*

Served as a copy editor for the university's student-run academic journal.

- Edited **14 academic papers** across 2 journal editions, checking for clarity, grammar, and citation accuracy
  - Reduced average revision rounds from **3 to 2** by providing detailed first-pass feedback to authors