



JEN AMBROSE

UX WRITER & CONTENT DESIGNER



 352-415-3112

 jen@jenambrose.com

 Eastern Standard Time

 jenambrose.com

EDUCATION

UNIVERSITY OF FLORIDA

Bright Futures Academic Scholar

B.S. in Journalism

Specialization in Magazine Management

B.A. in English

Specialization in Professional Communications

DIGITAL MARKETING INSTITUTE

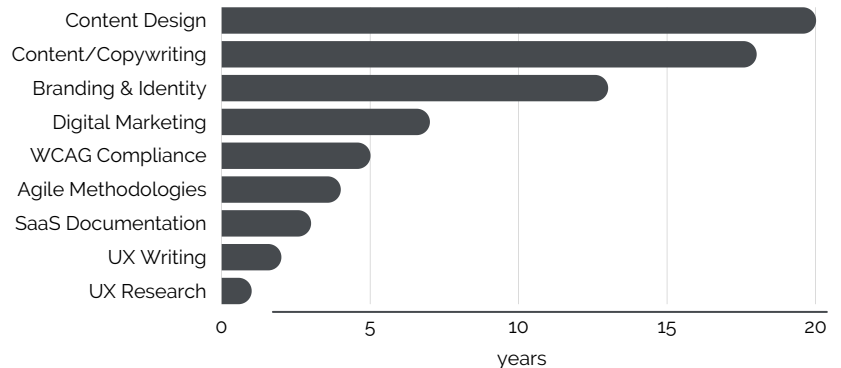
Certified Digital Marketing Professional; IE-DMI100330

SKILLS

- Making every character count
- Staying accessible and on-brand
- Developing content strategies.
- Translating needs and expectations between engineers and creatives
- Empathizing with customers, et al

 Figma  Xd  miro  maze
 ditto  Frontitude  lokalise

EXPERIENCE



FREELANCE UX WRITER & CONTENT DESIGNER

Self-Employed | August 2022 – Current

Conduct market and user research and content audits to define and refine content strategies. Create content plans and style guides. Write copy.

DIRECTOR OF MARKETING & COMMUNICATIONS

Santa Fe College | Sept 2017 – June 2022

Managed 2000+ page 508/WCAG-compliant web property. Provided conceptual and technical direction to creative team. Met enrollment and advancement goals with strategic use of owned, paid and earned media.

INFORMATION SPECIALIST

University of Florida College of Engineering | Feb 2013 – Aug 2017

Translated groundbreaking engineering research – from cybersecurity to sustainability – into impactful national headlines and ad copy.

FREELANCE WRITER, EDITOR & WEB DESIGNER

Self-Employed | April 2003 – Dec 2012

Designed and created content for a wide variety of clients and outputs.

TECHNICAL DOCUMENTATION SPECIALIST

DataCore Software | Aug 2000 – March 2003

Worked with cross-functional teams to develop and maintain award-winning online help system, user manuals and educational resources.