

DESTINY HOLTZMAN

TECHNICAL WRITER

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WORK EXPERIENCE

2019-Present

Texas Roadhouse

Restaurant Server/Training Coordinator

- Provide excellent customer service by accurately fulfilling customers' orders, anticipating additional needs and consistently satisfying requests.
- Conduct training with new servers on menu items, sales techniques, remaining positive in a hectic environment.
- Develop and implement training programs to ensure the highest standard of customer service.

2019-2021

Bath and Body Works

Key Manager

- Anticipated customer needs and provided them with high quality service to ensure customer satisfaction.
- Communicated with other managers regarding all employee relations, day but day operations, and any compliance related matters.
- Meticulously handled POS system transaction including credit, cash, exchanges, returns, and refunds to ensure seamless and accurate cash flow.

EDUCATION

2024-Present

UNIVERSITY OF NORTH TEXAS

- MA in Professional and Technical Communications

2015-2019

TEXAS TECH UNIVERSITY

- BS in Animal Science
- Minor: Technical Communications

SKILLS

Production & Managment

- Microsoft Office: Word, Excel, PowerPoint, and Outlook
- Microsoft Teams
- SharePoint
- Google Suite: Docs, Sheets, Slides, and Forms
- Style Guides: MLA, APA, and CMOS

Document Design

- Adobe CC: InDesign, Acrobat, Lightroom, and Photoshop
- Canva

Content Management

- WordPress
- Blogger
- Wix

Personal

- Critical-thinking
- Problem solving
- Leadership

CERTIFICATES

- Technical Writing
- Copywriting
- Writing in Plain Language
- Infographic Design

LANGUAGES

- English
- Spanish (basic)