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## Technical Writer – Del Mar, CA

### Company Description

Certona Corporation is the creator of Resonance®, a real-time personalization and revenue optimization platform for multi-channel retailers. Resonance automates a company's ability to provide relevant, individualized experience and product recommendations in real-time, increasing average order value and revenue per visit. The "self-optimizing" system is powered by sophisticated neural network technology to deliver real-time product, content, and promotional offers through multiple channels – web, email, call center, point-of-sale, and mobile. Clients are typically up and running in less than a month, and include some of the most recognized online and multi-channel retail brands across all popular verticals. For more information, visit [www.certona.com](http://www.certona.com).

### Description

Certona Corporation is looking for an experienced Technical Writer to create user manuals for the next generation of Certona's Resonance® personalization platform. The successful candidate will work in an extremely fast paced environment and thoroughly understand the technology solution from the perspective of our customers.

### Key Responsibilities

- Collaborate with the Development, Implementation, and Account Management teams to translate difficult business and technical concepts into easy-to-read user manuals.
- Document best practices for the customer implementation process and the use of the system.
- Review changes to the software system to ensure that they follow software UI standards and will be easily understood by our customers.
- Interpret scope and requirements from our internal (product management, account management, and technology teams) and external customers with understanding of the system architecture to produce functional requirements specifications.

### Qualifications

- Bachelor's degree or equivalent working experience
- 3+ years documenting software and writing user manuals. Preferred experience in web-based software.
- Extensive knowledge of Microsoft products (Visio, MS Office) and other screen capture applications.
- Self-directed, strong critical thinking, and excellent verbal and written communications skills.
- Comfortable with cross-team dependencies, rapid schedules, and constantly changing business needs.
- Take ownership of projects assignments and are accountable to seeing them through to successful completion.
- Ability to work in a flexible, fast paced team-oriented environment.
- Well-organized and careful attention to detail.

Please send your resume and cover letter to [careers@certona.com](mailto:careers@certona.com).

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