

Sophia Hultman

91 Staniford Street, Newton, MA 02466

(781) 738 - 4528 | smhultman24@gmail.com | <https://www.linkedin.com/in/sophia-hultman>

EDUCATION:

University of Massachusetts Amherst, Bachelor of Arts, May 2021

- Major: English; GPA: **3.73**; Dean's List all semesters
- Minors: Natural Resources Conservation; Information Technology
- Certifications: Professional Writing & Technical Communication; The Study & Practice of Writing

SKILLS:

- HTML, CSS, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe Acrobat, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft SharePoint, Oracle Agile, Oracle Cloud, MadCap Flare, MadCap Lingo, WordPress, Archbee, Canvas Envision (GFX), Navattica

RELEVANT COURSEWORK:

- **Introduction to Professional Writing:** Mock Grant Proposal - Summer 2020 Climate Change Workshop At the South Shore Natural Science Center: A Grant Proposal Requesting Funds from The Cedar Tree Foundation.
- **Professional Writing & Technical Communication I:** Microsoft Word 2016 Manual for Novice Technical Writers.
- **Professional Writing & Technical Communication II:** Website on Accessibility in Tech Industry created using MadCap Flare & logo and graphic design using Adobe InDesign.
- **Professional Writing & Technical Communication III:** Capstone Project - A blog that outlines how to create a website using Wix.com.
- **Advanced Software Professional Writing:** Professional Portfolio site created using HTML & CSS.
- **Digital Imaging:** Created vector images and logos using Adobe Photoshop and Adobe InDesign.

PROJECTS:

- **Document hardware and software at Azenta and Aware**
- **User Manuals:** Azenta Limfinity® Biobanking LIMS User Manual, Roche CPS Limfinity® Biobanking LIMS User Manual, Azenta Limfinity® Sample Management System Customer Guide, AstraZeneca Cell Line Management User Manual, Aware Fingerprint Workbench User Guide, AwareID Document Verification User Guide, Knomi Face Capture Guides for Android & iOS
- **Service Procedures:** CryoExchange Teach Procedures, BioStore FRU procedure, SQL Installation procedure, Temperature Procedures, Heat Sealer Service Manual, Technical Support Bulletins, Installation Operational & Performance Qualifications, Packing Procedure
- **Translations:** German, Croatian, Slovak, French, Italian, Spanish, Japanese
- **Company Rebrand at Azenta**
- **Established Document Management Process at Aware**

RELEVANT WORK EXPERIENCE:

Aware, Inc., Burlington, MA

December, 2024 - Present

Technical Writer II

- Collaborated cross-discipline with Subject Matter Experts and key Stakeholders to review, edit, and publish documentation for external and internal users for Aware products.
- Collaborated with Aware Inc.'s Marketing team to develop a standardized, customer-facing documentation template in MadCap Flare, aligned with Aware Branding Guidelines. This template is now adopted across all user manuals for all product families.
- Recognized the need for a structured document management process at Aware. Conducted a gap analysis and developed a strategic roadmap to improve workflows. Evaluated, tested, and implemented tools such as MadCap Flare, DocuWare, and SharePoint to establish an end-to-end system covering content authoring, version control, review, approval, final release, and storage.

- Identified the absence of a centralized, scalable repository for published documentation at Aware. Created an interim database in SharePoint to store and organize final document versions for company-wide access. Concurrently implemented DocuWare to establish a long-term, searchable database for maintaining up-to-date documentation.
- Identified gaps in cross-functional collaboration between Product and Marketing at Aware, impacting customer deadlines.
- Initiated and led weekly stakeholder meetings to align on product updates and release schedules, improving communication and ensuring timely customer-facing releases.
- Assisted in writing API documentation, providing clear instructions and examples to help users understand and implement basic functionality.

Azenta Life Sciences, Burlington, MA

February, 2024 - December, 2024

Technical Writer II (Including all responsibilities as a Technical Writer I)

- Created SOPs that streamlined Service & Repair technician workflows, documenting hardware and software updates in collaboration with Azenta Service engineers to improve customer support.
- **Translation Expert:** Managed manual translations using Lingo and Flare, coordinating raw content file exchanges and publishing translated materials to support global expansion.
- **Limfinity® Biobanking LIMS Expert:** Wrote four software user manuals (60–400 pages) from the ground up, leveraging demo environments to document all functions with annotated visuals and Flare-based procedures, enhancing usability for researchers, clinicians, patients, and internal staff.
- Evaluated software tools for video creation, CAD model design, and interactive documentation, presenting top recommendations to management to expand customer content offerings.

Azenta Life Sciences, Burlington, MA

May, 2021 - February, 2024

Technical Writer I

- Partnered cross-functionally with Subject Matter Experts and stakeholders to produce accurate, user-friendly hardware and software documentation for diverse audiences.
- Created 28 hardware teach procedures after a month of field observation, equipping operators with clear instructions to calibrate and configure automated machinery.
- Streamlined documentation control by generating Part Numbers and Engineering Change Orders in Oracle Agile, ensuring accurate review and publication process for all documentation.
- Led rebranding of 100+ manuals and procedures post-divestiture, using MadCap Flare to apply new branding standards and Agile to publish updated documents for Azenta Life Sciences.

Writing Center, University of Massachusetts Amherst

2018 - 2021

Tutor & Administrator

- Collaborated with undergraduate and graduate students to improve writing clarity, syntax, and style across disciplines.
- Transcribed session notes and organized Writing Center resources for student and staff use.
- Tailored tutoring sessions to meet individual academic and personal writing needs.
- Supported multicultural and multilingual students with an inclusive, social justice-oriented approach.
- Managed front desk operations, including scheduling and organizational tasks.

Taproot Arts and Insights — Artist Valerie Gilman, Shutesbury, MA

2019 - 2020

Social Media and Marketing Intern

- Designed and conducted surveys to research user requirements and inform website design.
- Researched and applied authoring tools to develop a website prototype.
- Updated social media pages and blogs with current content to improve engagement.
- Created and distributed newsletters to subscribers highlighting upcoming shows and available artworks.
- Collaborated with a team to refine website design strategies and optimize product display.

ORGANIZATIONS:

Social Impact Committee Content Team

January, 2024 - Present

Azenta Life Sciences, Burlington MA

- Wrote articles detailing national awareness days for June and January.
- Collaborated with a coworker to initiate a movement to bring mugs into work to promote sustainability in the office.

Women's Edge*May 2021 - Present**Azenta Life Sciences, Burlington MA*

- Participated in events held by Women's Edge including but not limited to:
 - Lunch & Learns
 - Book Club
 - Presentations from keynote speakers

REFERENCES:

Garrett Russell*Technical Writing Manager, Azenta Life Sciences, Burlington MA*

- Email: Garrett.Russell@azenta.com

Victoria Bourque*Technical Writing III, Azenta Life Sciences, Burlington MA*

- Email: Victoria.Bourque@azenta.com

Mario Cesar B Santos*Corporate Leader & Vice President LATAM, Aware, Inc., Burlington MA*

- Email: mariocesar@aware.com

Delaney Gembis*Marketing Communications Manager, Aware, Inc., Burlington MA*

- Email: DGembis@aware.com