

Antonella Ciccodicola

antonella_ciccodicola@hotmail.com | Technical Writer | UX Writer | Proposal & RFP Writer | Relocating to Europe — EU work rights | [LinkedIn](#)

SUMMARY

Technical, UX, and Proposal & RFP Writer focused on clarity, usability, and business impact.

Experience working on B2B products, onboarding flows, technical documentation, and RFP responses, bridging complex information into clear, actionable content.

WORK EXPERIENCE

Relocation & International Experience - Australia (WHV)

2023 – 2026

Relocated to Australia on a Working Holiday Visa, gaining international work experience while maintaining continuous professional development in technical, UX, and proposal writing.

- Developed internal documentation (SOPs / SOWs) in a manufacturing environment, focusing on process clarity, compliance, and operational efficiency.
- Continued freelance and self-directed work in writing, documentation, and content strategy.
- Worked and communicated daily in English in professional and operational settings, strengthening fluency, clarity, and confidence in workplace communication.

Proposal & RFP Writer - North America Markets (U.S. & Canada)

2022 – 2023

Accenture - Global consulting firm delivering technology and digital transformation services for enterprise clients.

Buenos Aires, Argentina

- Led end-to-end proposal and RFP responses for B2B technology and consulting projects.
- Collaborated with subject matter experts and sales teams across U.S. and Canadian markets.
- Produced, reviewed, and edited all proposal and client-facing documentation in English.

Technical & UX Writer

2018 – 2023

Translation-led Freelance Work

Buenos Aires, Argentina

- Developed technical and UX-focused content as part of a freelance translation practice, working with specialized content and expanding into user-centered documentation for digital products and internal processes.
- Translated and adapted technical, legal, and business content, ensuring clarity, accuracy, and terminological consistency
- Produced user guides, onboarding documentation, and knowledge base content as part of localization and content adaptation projects
- Structured complex information into clear, actionable content for non-technical users, drawing on a translation background

UX Writer & Content Specialist

2016 – 2022

Santander Argentina - Global financial services group operating in retail and corporate banking, with large-scale internal and customer-facing digital platforms.

Buenos Aires, Argentina

- Created instructional content, procedures, and internal documentation for banking operations
- Wrote UX and instructional content for internal tools and customer-facing channels
- Adapted complex information into clear, user-friendly language to reduce friction in user interactions
- Collaborated with cross-functional teams to standardize content, processes, and terminology

EDUCATION

Universidad del Museo Social Argentino

Mar. 2020

Bachelor's Degree in Translation (English–Spanish)

Buenos Aires, Argentina

CERTIFICATIONS, SKILLS, TECHNOLOGIES, LANGUAGES & INTERESTS

- **Certifications:** UX Writing Course - Coderhouse (2021); Community Management & Digital Creativity — Brother Ad School (2020); Think like an editor (content strategy and UX writing) - OpenClassRooms (2025)
- **Skills:** Technical Writing | UX Writing | Proposal & RFP Writing | User Documentation Knowledge | Base & Help Center Content | Plain Language & Content Clarity | Information Architecture (content-focused) | Content Structuring & Editing; Onboarding Content | UX Microcopy (tooltips, error states, empty states) | User-Centered Content Design | Accessibility-aware Writing | Content for Internal Tools; Stakeholder Collaboration | Cross-functional Communication | Requirements Analysis | Content Strategy (project-level) | Compliance & Structured Documentation (RFPs, procedures)
- **Technologies:** Confluence | Jira | Google Workspace | Microsoft Word | Excel | Power Point | Content Management Systems (CMS) | Notion | Figma (content collaboration level)
- **Languages:** Spanish (Native); English (Professional Proficiency); French (Elementary)
- **Interests:** Languages & Communication; Creative Writing; Hiking and Trekking