

ANTONELLA CICCODICOLA

Proposal & UX Writer | Technical Documentation | EN-ES Content Specialist

antonella_ciccodicola@hotmail.com | +54 1122903056 | [Antonella Ciccodicola](#) | [LinkedIn](#) | [www.aciccodicola.com](#)

PROFESSIONAL SUMMARY

Bilingual Proposal, UX, and Content Writer with experience in banking, consulting, freelance digital projects and English-Spanish communication. Background as a Sworn Translator (EN-ES), with strengths in RFP/RFI support, UX copy, content quality, stakeholder coordination and clear business writing. Targeting roles in Argentina and international remote environments.

CORE SKILLS

Proposal writing; RFP/RFI support; Executive summaries; Client-facing content; UX writing; Microcopy; Content design; Help content; Knowledge base articles; Technical documentation; English-Spanish translation; Localization; Editing and proofreading; Banking and financial services content; IT content; Stakeholder coordination; Content QA; Remote collaboration; Strategic communication.

PROFESSIONAL EXPERIENCE

Proposal Writer | Accenture | North America Market | 2022 – 2023 | *Buenos Aires, Argentina (Fully remote)*

- Supported proposal development for North America sales opportunities, contributing to RFP/RFI responses, executive summaries, capability narratives, and client-facing materials.
- Coordinated inputs from SMEs, sales teams, and delivery stakeholders to build compliant, persuasive, and deadline-driven proposal content.
- Edited and standardized proposal language for clarity, consistency, tone and strategic alignment.
- Worked in English with cross-functional teams across time zones and high-pressure deadlines.
- Adapted reusable proposal content and existing assets to specific client requirements.

UX Writer / Content Specialist | Santander Argentina | 2016 – 2022 | *Buenos Aires, Argentina (Hybrid)*

- Wrote and edited customer-facing and internal banking content across digital channels, helping make financial products and service flows clearer for users.
- Created UX copy, onboarding content, FAQs, help content and transactional communications in Spanish.
- Worked with product, digital, legal, compliance, customer service and business stakeholders to align content with user needs, brand voice and regulatory requirements.
- Supported content consistency across banking experiences, improving clarity, usability, and self-service.
- Managed multiple content requests and deadlines in a high-volume corporate environment.

UX Writer, Technical Writer & EN-ES Translator | Freelance / Independent | 2018 – 2023 | *Buenos Aires, Argentina (Fully remote)*

- Produced social media copy, help center articles, product descriptions and documentation for digital projects.
- Translated and localized English-Spanish content, adapting tone, terminology and structure to each audience and channel.
- Created content briefs, style recommendations and user-centered copy for products, services and institutional communication.
- Collaborated directly with clients and stakeholders, managing scope, priorities, feedback rounds and deadlines independently.

International Experience | Working Holiday Visa Australia | 2023 – 2026

- Worked in English-speaking operational environments, strengthening professional communication, adaptability and stakeholder-facing problem solving.
- Created and organized practical SOP-style notes, onboarding references, and process clarifications in a food manufacturing company.

EDUCATION

Sworn Translator (English-Spanish) | Universidad del Museo Social Argentino | Buenos Aires, Argentina | 2020

TOOLS

Microsoft Office, Google Workspace, Wix, Canva, Zendesk, Figma, Notion. Familiarity with Jira and Confluence workflows; AI-assisted research, editing, and content optimization

LANGUAGES

Spanish: Native

English: Professional working proficiency