Jennings Mas

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Summary

Technical Writer with hands-on experience creating and editing program documentation. Skilled at translating complex technical concepts into clear, accurate content for specialized audiences. Experienced collaborator who partners with Program Managers, subject matter experts, and large cross-functional teams to create effective documentation aligned with evolving project goals. Proficient in Confluence, Jira, GitHub, XML and online documentation management.

Education

University of Central Florida | 2022 - 2026 | GPA 3.5

- B.A. English - Creative Writing, Digital Media Minor

Experience

Technical Writing Intern - EnergyHub | July 2026 – Present

- Authored software documentation for an Edge DERMS platform utilized by 230+ utility companies.
- Worked in Confluence, ClickHelp, and Jira to plan and execute multi-stage technical writing projects.
- Performed regular documentation reviews to ensure the knowledge base remained accurate and up to date.
- Utilized HTML, CSS, JavaScript, and XML to structure, format, and organize client-facing documentation.

Narrative Documentation Volunteer - The Donovan's Venom | March 2026 – July 2026

- Wrote dialogue scripts and documentation for use in an in-development narrative-focused video game.
- Utilized Jira to plan and execute tasks across multiple teams.
- Developed and maintained clear internal documentation and consumer-facing content in collaboration with a 5-person writing team.
- Edited and proofread narrative deliverables such as character sheets, dialogue scripts, and beat sheets focusing on aligning new and existing content with project goals.

Skills

- Technical Writing
- Jira
- Confluence
- GitHub
- HTML, CSS, JavaScript
- XML
- ClickHelp
- Online Documentation Management
- Professional Communications
- Slack
- Teams
- Microsoft Office Suite