

# GIANPIERO FIORINO

## Technical Writer | API Documentation | MadCap Flare | Confluence

Location: EU (Open to Relocation)

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GitHub: [github.com/GFiorino](https://github.com/GFiorino)

Portfolio: [gfiorino.github.io/Technical-Writing-Portfolio](https://gfiorino.github.io/Technical-Writing-Portfolio)

## PROFESSIONAL SUMMARY

Creative and detail-oriented **Technical Writer** with a passion for transforming complex information into clear, user-friendly documentation. Experienced in **API documentation, MadCap Flare, Markdown, Github, and Confluence**. Proven ability to improve product usability and reduce support inquiries through structured documentation. Multilingual (Italian, English, Spanish) and open to relocation.

## CORE SKILLS

- **Documentation Tools:** MadCap Flare, Markdown, GitHub, Microsoft Word, Confluence
- **API Documentation:** Postman, Swagger, JSON, endpoint descriptions, secure configurations
- **Content Creation:** Troubleshooting guides, user manuals, how-to instructions
- **Version Control:** Git (branching, collaboration, version management)
- **Visual Aids:** Figma, Canva
- **Soft Skills:** Detail-oriented, strong communication, deadline-driven, adaptive
- **Languages:** Italian (Native), English (Fluent), Spanish (Fluent)

## PROFESSIONAL EXPERIENCE

### TECHNICAL WRITER | API & Product Documentation | MadCap Flare | 2024 – Present

- Developed structured **product documentation**, including **API guides, user manuals, and knowledge bases**, enhancing usability and reducing support inquiries.
- Created **API documentation using Postman & Swagger**, clarifying endpoint descriptions and integration steps for developers.
- Produced **troubleshooting guides and structured documentation** using MadCap Flare and Confluence, improving accessibility and internal workflows.
- Published **Binance API & Trello API Documentation**, detailing authentication, request/response structures, and troubleshooting strategies to streamline integration and automation workflows.

### UX EVENTS COORDINATOR, TERRA-BUONA EXPERIENCE | 2021 – 2024

- Coordinated community engagement initiatives, improved user experience through clear communication, and enhanced process documentation, boosting sales up to 50%.

## **FLIGHT ATTENDANT / CABIN SUPERVISOR, NORWEGIAN AIRWAYS & RYANAIR LTD | 2007 – 2021**

- Developed and documented operational procedures, improving compliance and efficiency.
- Trained and mentored team members, enhancing communication and workflow management.

## **EDUCATION & CERTIFICATIONS**

- **Technical Writing (Udemy, 2024):** Focus on API Documentation, Markdown, and MadCap Flare
- **Swagger & Postman Training (2024)**
- **UX Writing Certificate (Uxcel, 2023)**
- **Social Psychology (Wesleyan University Certificate, 2023)**
- **UI/UX Design Bootcamp (IronHack, 2021)**