

Detail-oriented seasoned professional with proven expertise in crafting impactful user-centric documentation across diverse platforms. Excel in transforming complex technical information into clear, actionable content, collaborating seamlessly with product managers, engineers, and UX teams. Adept at leading cross-functional initiatives, including pioneering AI-driven solutions for automating content creation. Skilled in managing full documentation lifecycles, mentoring junior writers, and spearheading content transformation projects to optimize usability and accessibility. Passionate about developing high-quality, task-oriented content for enhanced user engagement and comprehension. Committed to continuous improvement and innovation in content strategy and delivery.

## Areas of Expertise

- Technical Content Creation & Maintenance
- Content Strategy & Management
- Information Architecture
- UI/UX Writing & Content Design
- Project Management
- API & SDK Documentation
- Agile & Scrum Collaboration
- AI Enthusiast & Machine Learning
- Documentation Initiative Leadership
- Global Stakeholder Engagement
- Team Building & Leadership
- Cross-Team Collaboration

## Professional Experience

**VERINT SYSTEMS, INC., Erie, CO**

2010 to Present

**Senior Content Developer, 2014 to Present**

Produce comprehensive documentation for cloud and SaaS solutions, including API and SDK guides, integration, configuration, security deployment, and user guides. Translate complex technical concepts into accessible, user-focused content through collaboration with product managers, engineers, and senior architects. Partner with UX teams to evaluate interface content and recommend actionable improvements for on-screen guidance. Contribute to multiple Agile scrum teams, aligning documentation deliverables with sprint goals and product release timelines. Direct a cross-functional team in developing an AI-driven prototype for automated content creation. Collaborate with product managers to develop in-app guidance for new features and workflows.

- Executed diverse content development projects, consistently delivering accurate, high-quality documentation on schedule, achieving an average turnaround of 3 days per deliverable and slashing overall project completion time by 20%.
- Revamped internal and external integration onboarding guides, streamlining processes and reducing customer support tickets by 16%.
- Led two Verint hackathon teams, presenting innovative solutions and earning recognition for creative technical content initiatives.

**Content Development Team Leader, Herzliya, IL, 2010 to 2014**

Oversaw a team of junior writers to deliver structured, high-quality documentation aligned with user needs. Engaged with stakeholders to extract technical requirements and convert them into clear, accessible documentation.

- Created the company's first Technical Overview guide, the most accessed document in the suite, minimizing support tickets by 25%.
- Applied Agile frameworks to optimize documentation workflows, cutting cycle times by 15% and boosting team productivity by 20%.

**COMVERSE, INC., Tel Aviv-Yafo, IL**

2005 to 2010

**Senior Information Developer and Team Lead**

Headed and empowered a team of technical writers by providing oversight and guidance in planning and executing documentation projects. Devised and maintained high-quality, user-focused content across multiple deliverables.

- Steered the transition from linear to modular documentation, enhancing accessibility and maintainability by 30%.
- Performed comprehensive content audits for successful CMS implementation and standardization, reducing implementation time by 15%.

**Early Career:** Technical Writer | Prophet 21, Inc. (now Epicor), Yardley, PA

## Education

**Bachelor of Arts in English Literature (Honors)** | University of Wisconsin, Madison, WI

## Technical Skills

Authoring, Collaboration & AI Tools: MadCap Flare, Markdown, Git/GitHub, M365 Copilot, Swagger, SnagIt, MadCap Capture, Camtasia, Audacity, Adobe CC, Jira, Confluence, Zeplin, Figma, Pendo

## Awards & Recognitions

Documentation on the Web Hackathon, Verint – 5<sup>th</sup> place out of 325 entries, Boulder, CO

Towards More Usable Documentation, STC Tel Aviv – Presented modular documentation improvements, Tel Aviv, IL

Literary Short Story Award, Glimmer Train – 3<sup>rd</sup> place, Tel Aviv, IL