

Senior Technical Writer with extensive experience producing developer-focused documentation, including API/SDK guides, integration workflows, code-sample-driven tutorials, and cloud/distributed systems content. Skilled at simplifying complex engineering concepts into clear, example-driven documentation that accelerates developer onboarding. Strong collaborator across Product, Engineering, UX, and Support. Proficient in Markdown, Git/GitHub, docs-as-code workflows, and static-site generation. Lead Verint's Docs-as-Code initiative and contribute open-source documentation via GitHub PRs. Adept at interpreting structured data formats (JSON/YAML) and delivering high-quality, SEO-friendly, and AI-optimized content.

## Areas of Expertise

- Technical Content Creation & Maintenance
- Content Strategy & Management
- Information Architecture
- UI/UX Writing & Content Design
- Docs-as-Code, Git/GitHub
- API & SDK Documentation
- Cloud & Distributed Systems
- AI-Enhanced Content Development
- Documentation Initiative Leadership
- Global Stakeholder Engagement
- Agile/Scrum
- Cross-Team Collaboration

## Professional Experience

**VERINT SYSTEMS, INC. (2010-Present) – Erie, CO & Herzliya, Israel**

**Senior Content Developer (2014-Present) – Erie, CO (Remote)**

Produce developer-focused and customer-facing documentation for cloud and SaaS platforms, including API/SDK guides, integration workflows, deployment content, and distributed systems troubleshooting. Work directly with Product Managers, Engineers, UX Designers, and Solution Architects.

- Lead Verint's **Docs-as-Code initiative**, adopting Markdown, Git/GitHub workflows, and static-site generation.
- Build internal documentation sites using SSGs and introduce DocOps methodologies.
- Contribute documentation to open-source projects through GitHub PRs.
- Streamlined integration onboarding documentation, reducing support tickets by 16%.
- Achieved an average 3-day turnaround per deliverable, improving overall release documentation cycles by 20%.

**Content Development Team Leader (2010-2014) – Herzliya, Israel**

Led a team delivering clear, scalable documentation for enterprise software products.

- Authored the first *Technical Overview*, reducing support tickets by 25%.
- Implemented Agile-aligned documentation processes, shortening delivery cycles by 15%.
- Improved content architecture through modular, reusable doc components.

**COMVERSE, INC. (2005-2010) – Tel Aviv-Yafo, Israel**

**Senior Information Developer & Team Lead**

Managed developer documentation and enterprise content for multiple product lines.

- Transitioned documentation from linear to modular architecture, increasing usability by 30%.
- Led documentation audits informing CMS selection, reducing deployment complexity 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

Markdown • Git/GitHub • Static Site Generators • Swagger/OpenAPI • MadCap Flare • Jira • Confluence • Zeplin • Figma • SnagIt • Camtasia • Adobe CC • Pendo

Familiar with reviewing structured data formats: **JSON, YAML, cURL**

AI tools for documentation workflows: M365 Copilot

## Awards & Recognitions

Documentation on the Web Hackathon (Verint) — **5th place out of 325**

STC Tel Aviv — Presented modular documentation improvements

Glimmer Train Literary Short Story Award — **3rd place**