

Liz Marlowe

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Erie, CO

Senior Technical Writer

Detailed-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%.

CONVERSE, 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 – 5th 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 – 3rd place, Tel Aviv, IL