Liz Marlowe
Senior Technical Writer

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lizmarlowe-byte.github.io/Tech-writing-portfolio

Senior Technical Writer specializing in developer and end-user documentation for cloud/SaaS and distributed systems. Skilled at simplifying complex engineering concepts into clear, example-driven documentation that accelerates user and 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.

Docs-as-Code Portfolio

Docusaurus:	lizmarlowe-byte.github.io/docs-as-code-portfolio-docusaurus/	IA & theming; versioning-ready
Jekyll:	lizmarlowe-byte.github.io/docs-as-code-portfolio-jekyll/	Layout & theme customization
MkDocs:	lizmarlowe-byte.github.io/docs-as-code-portfolio-mkdocs/	Material theme & search
Hugo:	lizmarlowe-byte.github.io/docs-as-code-portfolio-hugo/	Shortcodes & fast builds (WIP)

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 user guides, API/SDK guides, integration guides, tutorials, release notes, 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 • SSGs (Docusaurus/Jekyll/MkDocs/Hugo) • Swagger/OpenAPI • MadCap Flare • Jira/Confluence • Zeplin/Figma • Snagit • Camtasia • Adobe CC • Pendo• JSON • YAML • cURL• 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