

Santiago Bolivar

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SUMMARY

Senior Technical Writer & Knowledge Manager with 5+ years of experience working in U.S. engineering teams. Proficient in AI-integrated developer content, internal training ecosystems, and knowledge platforms. Currently at Uber, where I manage 400+ internal knowledge resources for support and education. Strong track record in AI tool adoption strategies, instructional content design, and cross-functional tech enablement.

WORK EXPERIENCE

Uber

Senior Technical Writer

May 2021 – Present

Remote | U.S. team

- Lead day-to-day operations of the IT Knowledge Management team, overseeing 400+ knowledge resources for AI, SaaS, Cloud, and Enterprise applications in partnership with Engineers, App Owners, and Program Managers—maintaining an average article rating of 4.72/5 by prioritizing documentation accuracy, relevance, and governance.
- Launch Uber’s internal GenAI Knowledge Hub in ServiceNow, Confluence, and Sharepoint educating 10,000+ employees in AI tools (e.g. ChatGPT, Gemini, Glean, etc) and driving 120K+ new page visits across Uber’s internal platforms.
- Design, structure, and build 12+ internal documentation microsites in support of business-critical workflows from separate departments (Contract Management, Payments, Global Security, Legal), ensuring alignment with Uber’s documentation guidelines, enterprise data security, and compliance policies.
- Develop and pilot an AI-readiness scoring framework for 70+ technical articles, increasing end-user satisfaction with AI assistant responses by 30%. Framework adopted cross-team for other developer education initiatives.
- Architect the content hierarchy and taxonomy tree of Uber’s new central wiki by reviewing, retiring and migrating 800+ resources from dispersed legacy repositories.

BairesDev

Content Strategist

May 2019 - May 2021

Remote | LATAM team

- Lead SEO optimization for 50+ services landing pages, achieving ~80% first-page Google rankings through improved metadata and structure, keyword optimization, and refining copy to match user intent—rather than marketing buzzwords.
- Scale blog content production by 4× (from 8 to 32 articles per month) by designing and executing a content strategy centered on SEO growth of service landing pages, managing external writers, and reviewing strategic alignment of all deliverables.
- Ghostwrite and edit thought leadership content for C-level executives across Forbes Tech Council, LinkedIn, and the company blog, elevating brand voice and increasing follower engagement in their personal profiles by 2.5× on average.

Almerco

Marketing Technology Associate

Dec 2018 - May 2019

Hybrid | Lima, Peru

- Redesign and manage the firm’s WordPress website, improving UX/UI, responsiveness, and content structure by implementing plugins, rewriting copy, and defining page hierarchies—establishing the company’s new digital presence.

PROJECTS

Knowledge article optimization for AI search engines

Uber

- Developed and piloted an agentic workflow that automatically analyzes, scores, and optimizes internal knowledge content for AI-readiness across Uber’s enterprise knowledge systems. [Learn more](#).

Launch and structure new GenAI knowledge hub

Uber

- Designed and implemented a centralized knowledge hub across SharePoint, Confluence, and ServiceNow to educate employees on generative AI tools like ChatGPT, Gemini, and Zoom AI, driving 120K+ internal views. [Learn more](#).

EDUCATION

University of Lima | Bachelor’s Degree in Communications

Apr 2014 - Jul 2019

University of Lima | Licentiate Degree in Communications

Apr 2020 - Nov 2020

Professional Certifications

Harvard | CS50 Computer Science • Google | IT Automation with Python • Meta | API Principles

SKILLS

Main skills: Knowledge architecture • Project Management • Content lifecycle management • Instructional content design • Support documentation • Version control • Knowledge base governance • AI-readiness workflows • SEO optimization • Agentic Workflow automation • Cross-functional collaboration • UX writing • Content design

Main tools: Confluence • ServiceNow • MS Visio • SharePoint • Jira • Markdown • HTML/CSS • WordPress • CMS • Git • Visual Studio Code • WSL • Google Workspace • Slack • Figma • Adobe Creative Suite (Illustrator, Photoshop)