

Santiago Bolivar

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SUMMARY

- Technical Writer with 4 years of experience working with U.S. engineering teams and 3 years of experience in content teams.
- Strong background in software development principles, AI tools, UX/UI, content strategy, and collaboration with SMEs.
- Currently working on knowledge base architecture for GenAI tools and Enterprise Apps teams at Uber.

SKILLS

Knowledge base architecture, end-user documentation, service desk documentation, procedure manuals, information architecture templates, version management, repository audit, API documentation, SaaS and Cloud workflows, UX/UI design (illustrations, diagrams), SEO optimization, CMS, Jira, ServiceNow, Confluence, Adobe, Markdown, HTML/CSS, Git.

WORK EXPERIENCE

Uber **May 2021 - Present**
Technical Writer II *Remote | U.S. team*

- Own and maintain internal documentation for third-party GenAI tools (e.g., ChatGPT, Gemini, Glean, Zoom AI), ensuring clarity, consistency, and alignment with enterprise policies and security constraints.
- Collaborate with App Owners to create and maintain user-facing and service desk documentation for Enterprise Apps (e.g. Google Workspace, Slack, Figma) ensuring accuracy and usability across internal audiences.
- Monitor and respond to user feedback from ServiceNow and Slack, updating documentation based on common questions and usage gaps to improve clarity and user satisfaction.

Pro Se Pro **Feb 2025 - Present**
Technical Content Writer *Remote | U.S. team*

- Produce user-focused content based on interviews with legal professionals and case-related materials. Freelance @ 10hrs/week.

BairesDev **Aug 2019 - Jun 2021**
Marketing & Communications Assistant *Remote | LATAM team*

- Worked closely with engineering teams to translate complex technical concepts into clear and user-centric content.
- Standardized the production pipeline of web & blog content, increasing publication frequency from weekly to daily.
- Led the SEO Optimization of over 50 landing pages, placing more than 85% of them on the first page of Google.

Almerco Abogados **Dec 2018 - Aug 2019**
Marketing Associate *Lima, Peru*

- Maintained and optimized the company's WordPress website to support consistent messaging, improve SEO, and enhance UX.
- Wrote blog posts and landing pages that translated complex legal case details into clear, accessible content for general audiences.

Tekton Labs **Nov 2016 - Nov 2017**
Content Associate *Lima, Peru*

- Assisted in the weekly production of blog posts, videos, and other pieces of content for the company's website and social media.

EDUCATION

University of Lima **Apr 2014 - Sep 2019**
Bachelor's Degree in Communications *GPA: 16.8/20 (3.8 U.S. GPA equivalent)*

CERTIFICATIONS

IT Automation with Python | Google
Topics: Python scripting, automation, Git, troubleshooting, and working with APIs.

CS50 | Harvard University
Topics: Intro to algorithms, data structures, C, Python, SQL, and web development.

Principles of API development | Meta
Topics: APIs, OpenAPI, Django, JSON, XML, Cloud Hosting

Licentiate Degree in Communications | University of Lima
Postgraduate academic degree focused on media theory, strategic communication, public relations, and advanced writing.

C1 Advanced (CAE) | Cambridge University
Certified advanced English proficiency (C1 CEFR) for academic and professional use.