

# Santiago Bolivar

santiago.bolivar7@gmail.com | +51 981784811 | Lima, Peru | [linkedin.com/in/santibolivar/](https://www.linkedin.com/in/santibolivar/)

## SUMMARY

---

- Technical Writer with 4+ years of experience working with U.S. engineering 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 Engineers and App Owners to create and maintain employee-facing 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 Marketing Writer *Remote | U.S. team*

- Produce technical and educational content on U.S. immigration law, ensuring complex legal concepts are accessible to several segmented audiences. Freelance @ 10hrs per week.

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

- Collaborate with engineering teams to translate technical concepts into B2B marketing collateral, case studies, and web copy.
- Lead the SEO Optimization of 50+ business-critical landing pages, placing ~80% of them on the first page of Google.

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

- Maintain and optimize the company's WordPress website to support consistent messaging, improve SEO, and enhance UX.
- Write 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 Internship *Lima, Peru*

- Assist 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.

**API Documentation for Developers | Shalva**  
Topics: API endpoints, API documentation testing, REST APIs, JSON, XML

**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.