

Sergey Rodin

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Technical writer with 10+ years of experience creating software documentation, including APIs and SDKs. Skilled in docs-as-code, Git, and prompt engineering for productivity. Experienced in leading projects, ensuring clarity and quality for engineers and users. Adaptable, tech-savvy, and focused on user-friendly content that drives organizational value.

WORK EXPERIENCE

Senior Technical Writer

Apr 2025 - Present

Phantom Technologies Inc.

Ho Chi Minh City (Remote)

At Phantom, I'm part of the Customer Happiness team, where I focus on making sure users always have clear, accurate, and helpful information.

Achievements:

- Restructured and standardized all Help Center articles for consistency and clarity, ensuring the same reliable answers appear both online and in chatbot responses.
- Built a process for day-one documentation releases for major product launches like Phantom Perps, Social Feed, and PSOL staking, with proactive updates as features evolve.
- Revived the internal style guide project, expanding it beyond Help Center docs to UI writing and cross-team collaboration.
- Contributed to reviews for major features, making sure in-app wording is intuitive and user-friendly.
- Co-maintained the Customer Happiness chatbot to keep responses aligned with current product knowledge, maintaining containment rate at 87%.

Senior Technical Writer

Feb 2023 - Nov 2024

Sky Mavis

Ho Chi Minh City, Vietnam

Self-onboarded into the blockchain domain through extensive research and laid the foundation for developer documentation. Enabled engineer contributions and scaled documentation processes to support Sky Mavis's products.

Achievements:

- Documentation impact:
 - Launched a [developer documentation site](#) that achieved over 15,000 monthly views, an [end-user documentation site](#) for a blockchain that achieved a monthly user base of over 8,000.
 - Created comprehensive documentation for over 10 products, APIs, and SDKs using docs-as-code.
- Scalable documentation processes:
 - Automated workflows and educated engineers, enabling them to independently document 2 critical APIs.
 - Ensured clear, standardized information architecture using the Diataxis framework.
- Cross-functional contributions:
 - Reviewed and updated UI microcopy for the Ronin web app in collaboration with UX designers.
 - Applied the Business Model Canvas to identify ways developer documentation could reduce integration timelines
- Client engagement:
 - Worked directly with game studios as an integration manager, improving documentation, reducing integration timelines, and driving client satisfaction.

Senior Technical Writer

Apr 2021 - Jan 2023

Ninja Van

Ho Chi Minh City, Vietnam

Led the documentation function, overseeing documentation contributions from over 200 people, including engineers, product managers, and QA testers. Developed API documentation for external partners. Maintained an internal wiki and enforced adherence to guidelines and established processes.

Achievements:

- Rewrote and expanded the company's [API documentation site](#), resulting in a 20% decrease in support requests and documentation-related complaints.
- Developed a style guide and implemented documentation-related guidelines and processes, achieving a 20% increase in users' perception of the documentation quality and maturity based on quarterly surveys.
- Reduced onboarding time for QA engineers from 2 weeks to 2 days by creating comprehensive tutorials.
- Improved documentation maturity level from 2 to 3 based on a maturity model developed similar to the one used by Wikipedia.
- Improved documentation coverage for micro services from 40% to 80% throughout the year on an internal scale.
- Implemented a working model with "wiki wardens" to appoint representatives of each engineering team responsible for maintaining documentation and implementing best practices, resulting in a 10% increase in documentation accuracy.

Senior Technical Writer

Sep 2018 - Apr 2021

Lazada Group

Ho Chi Minh

Joined a logistics technology branch of Lazada Group. Created documentation for the engineering teams working in the logistics domain, as well as the cybersecurity team.

Achievements:

- Developed a centralized architecture diagram for the entire ecosystem, establishing the single source of truth on the system connectivity.
- Developed the first company-wide glossary of terms and implemented a chat bot for easy retrieval of definitions, achieving a 30% increase in efficiency for employees.
- Standardized API specifications for over 30 services and established API documentation standards as a result.
- Executed migration of content from Confluence to Yuque, making documentation accessible to all stakeholders instead of limiting to those with Atlassian accounts.
- Created onboarding documentation for new employees and developer guidelines to streamline the onboarding process and improve efficiency.

Senior Technical Writer

Jan 2017 - Sep 2018

Lazada Group

Singapore

Created documentation for information security and access management domains resulting in an increase in team efficiency. Provided content for company-wide projects led by the cybersecurity team, contributing to successful project completion.

Achievements:

- Developed user documentation resulting in an increase in user adoption for the launch of BlackBerry UEM mobility management platform.
- Designed a SharePoint site and created a knowledge base and an FAQ for a large project on migrating content Google Docs to Office365.
- Developed a comprehensive documentation set to facilitate the onboarding of over 1,000 Lazada employees to a new corporate messenger platform.
- Created a developer documentation set for an invoice management system, including 10 data flow diagrams, 5 sequence diagrams, and 3 context diagrams.

Technical Writer

Jul 2015 - Jan 2017

Lazada Group

Ho Chi Minh City

With no supervision, established a technical writing workflow and documented critical processes and areas of the e-commerce software development.

Achievements:

- Developed and updated administrator documentation for a backend engine and order management systems.
- Created a first-of-its-kind system architecture diagram through a series of meetings with developers and tech leads from multiple countries.
- Held presentations on the role of technical writing and documentation in software development, highlighting an increase in project efficiency after implementation.
- Developed onboarding documentation for new employees, establishing a streamlined process and reducing training time from 2 weeks to 3 days.

Technical Writer

Sep 2014 - Aug 2015

Lintelus Inc.

Orange County, California, USA (Remote)

Created comprehensive DOC/PDF documentation for an event management platform tailored to various user categories, achieving a 100% on-time release rate across multiple time zones.

Technical Writer

Sep 2013 - Sep 2014

SwitchRay Inc.

Nizhny Novgorod, Russia

Developed end-user documentation for a telecom fraud detection and prevention system, including user guides, release notes, and marketing content.

Technical Writer

Nov 2012 - Aug 2013

MFI Soft

Nizhny Novgorod, Russia

Achievements:

- Created bilingual (English and Russian) documentation for major releases of a VoIP soft-switch, with each release including 10+ articles on installation, configuration, and maintenance of the switch.
- Used the Help&Manual software to implement conditional formatting for preparing PDF/DOC outputs for major releases of the soft-switch.

Translator

Jan 2011 - Jan 2012

Hotel Translation

Nizhny Novgorod, Russia

Delivered 10+ translation projects from English to Russian for a major hotel chain based in Dubai, improving the existing machine translation and writing Russian translations from scratch.

CERTIFICATIONS

Prompt Engineering for ChatGPT (Credential ID: HU01LBWUWN7G) [by Coursera](#)

Dec 2024

Certificate of Completion of the Back-End Python Developer Professional Training Course (Credential ID: 20212BE00164) by

Apr 2021

Yandex School of Data Analysis

Snagit Certification (Credential ID: j5tzccby8bnp) [by TechSmith](#)

Apr 2020

LANGUAGES

English • Russian • Vietnamese

SKILLS

Soft skills: Customer communication, conflict resolution, project management, team collaboration, critical thinking, attention to detail

Tools and technologies: Docusaurus, Markdown, HTML, git, command line, docs-as-code, Visual Studio Code, Vale, SnagIt, Draw.io, plantUML, mermaid, C4 model, prompt engineering, Figma

EDUCATION

Bachelor of Linguistics

Jan 2009 - Jan 2012

Linguistics University of Nizhny Novgorod (LUNN)

Specialized in the theory and methods of teaching foreign languages (English).

REFERENCES

Arturo Locsin (Head of Tech Lab at Ninja Van) • arturo.locsin@ninjavan.co

Quy Dau (Bean) (Product Manager at Sky Mavis) • bean@skymavis.com

Immanuel Cruz (Publishing Lead at Sky Mavis) • immanuel.cruz@skymavis.com