Cole Garbo, MSCS

Technical Writer and Communicator

CONTACT

- colegarbo@gmail.com
- 845-721-8164
- linkedin.com/in/cole-isaac/

EDUCATION

Master of Science
Computer Science
Northeastern University

Bachelor of Science
History
SUNY New Paltz

CERTIFICATIONS

Privacy Management Professional
International Association of Privacy Professionals

Certificate in Writing
Enrolled - University of Washington

TECHNICAL SKILLS

Language Proficiencies:
- Markdown
- HTML/CSS
- YAML
- JSON
- Javascript
- Golang
- Java
- C/C++
- Python

IN BRIEF

A passionate communicator with a mind for organization and analysis, culminating in documentation that is accurate, accessible, and effective. Dedicated to advocacy in all forms: user, teammate, and self.

WORK EXPERIENCE

BeyondTrust
Technical Writer   *(Jan. 2023 - Present)*

- Serve as the primary technical writer for a cloud-based product launch, generating accurate and informed documentation based on stakeholder requirements and trial user feedback, leading to a successful GA release in September 2023 with continued fast-follow support

- Collaborate with SMEs and project stakeholders to document release-related features and functionality across multiple BeyondTrust products, applications, and third-party SIEM and authentication integrations

- Peer-review and manage change requests for teammates according to internal style guidelines, providing constructive feedback and direct edits to achieve a unified voice across products

- Modernize existing content according to a Jobs-to-be-Done framework, refactoring and refreshing both guides and the project information architecture, increasing accessibility, usability, and reducing related Support Team responses

- Assist in the creation of agile development processes and project tracking initiatives, evaluating gaps in team knowledge to design internal education opportunities and reduce skill and knowledge siloing

- Participate in UX discussions and implementation to align product language with user feedback, ensuring guides and manuals reflect the latest product updates, and in-product documentation adheres to technical communication standards

- Manage research and design for the generation of in-product documentation across cloud products, utilizing single-source methods to ensure accuracy between projects and minimize maintenance

Tools and Expertise:

- Git
- Jira
- Confluence
- Github
- Github Pages
- Github Actions
- Docker
- Madcap Flare
- Postman
- Mkdocs
- Hugo
- Jekyll
- Swagger/OpenAPI
- Figma
- CI/CD pipelines
- API Documentation
- Docs-as-Code
- Single-source publishing
- Release notes
- Agile methodologies

Ethyca
Principal Technical Writer *(Jan. 2022 - Jan. 2023)*

- Led an initiative to refactor product documentation methods, including the migration of content between Mkdocs and Vercel deployment pipelines, and assisted in development of the final website design and information architecture

- Authored feature documentation for both open-source software and paid product offerings, reducing the barrier of entry for new users and increasing customer retention

- Produced key training manuals for high-profile client acquisition and marquee brands, including usage instructions for proof-of-concept tools and novel application architectures

- Created an internal policies and procedures manual to align documentation updates with marketing strategies and engineering releases, allowing for the coordination of cross-division feature launches

- Ensured SOC 2 audit compliance with regular, comprehensive product updates, working with security teams to deliver up-to-date release reports and communicate on vulnerabilities

Berkshire Hathaway Specialty Insurance
Software Engineer *(May 2019 - Jan. 2022)*

- Designed and developed the API and RDS-backed Golang microservice for storing and accessing subscription renewal records, including the successful migration of legacy data

- Led implementation on existing product enhancements, allowing product owners to customize desired features per product version through site-embedded dashboards

- Developed a Golang event-listener Lambda to integrate SendGrid email automations with current and future microservices, reducing reliance on deprecated legacy software

- Independently researched and implemented an AWS-backed streaming pipeline for storing event records published by internal microservices, assisting in audit compliance, error logging, and incident triage

- Coordinated a campaign to raise company-wide awareness of personal pronouns and gender identity, creating a cross-departmental resource hub and associated presentation