

# Cole Garbo, MSCS

Technical Communicator • Documentation Engineer

## CONTACT

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## EDUCATION

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### Master of Science

*Computer Science*  
Northeastern University

### Bachelor of Science

*History*  
SUNY New Paltz

## CERTIFICATIONS

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### Privacy Management Professional

*International Association of Privacy Professionals*

### Certificate in Writing

*UCLA*

## TECHNICAL SKILLS

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### Language Proficiencies:

- Markdown and MDX
- HTML and CSS
- JSON and YAML
- Javascript
- React
- Golang
- Java
- Python

## IN BRIEF

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A clear communicator with a passion for organization and analysis, culminating in documentation that is accurate, accessible, and effective. Employs a docs-as-code philosophy to author and maintain content for modern documentation platforms.

## WORK EXPERIENCE

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### Camunda

Technical Writer, Self-Managed

*(May 2024 - Present)*

- Served as the primary technical writer for all Self-Managed product documentation, working in an embedded capacity across multiple engineering teams to streamline content updates and improve information accuracy, accessibility, and organization
- Designed an updated information architecture for the Camunda Self-Managed documentation pillar, better reflecting the product experience, expected user journey, and existing onboarding flow
- Determined documentation requirements for an internal architecture redesign, implementing a phased plan to perform updates alongside incremental feature delivery and across separate team workflows
- Collaborated with SMEs and project stakeholders to document new features and functionality for multiple Camunda releases and products
- Refreshed existing content according to a Diataxis framework, refactoring and updating guides and project information architecture for modern audiences and multiple personas, reducing the technical knowledge required for product deployment and management
- Acted as the documentation manager for both minor and patch product releases, coordinating release notes, change announcements, and time-sensitive production deployments
- Implemented weekly team meetings for capacity planning, issue triage, and standards discussion, including backlog review and skill sharing, creating additional workload visibility and educational opportunities while reducing triage and implementation time
- Peer-reviewed and managed change requests for team, internal, and external contributors according to internal style guidelines, providing both constructive feedback and direct edits to achieve a unified voice across products

## Tools and Expertise:

- Git
- Static site generators
  - Docusaurus • Hugo • Jekyll • Mkdocs • Gatsby
- Kubernetes and Helm
- Docker and Docker Compose
- Amazon Web Services
  - S3 • CloudFormation • EKS
- Github and Github Pages
- Docs-as-Code/DocOps
- DevOps workflows
- CI/CD pipelines
  - CircleCI • Github Actions
- Deployment platforms
  - Vercel • Heroku • Netlify
- Cloud infrastructures
- API Documentation
  - Swagger/OpenAPI
  - Postman and API testing
- Jira and issue tracking
- CMS platforms
- Collaborative design
  - Figma • Canva • Miro
- Agile methodologies
- Diataxis

## BeyondTrust

Technical Writer

*(Jan. 2023 - May 2024)*

- Modernized content delivery and deployment methods, introducing additional branch-based automations, linting, and link testing to existing DevOps pipelines in Github and Buddy, reducing publishing time and deployment complexity
- Created new agile development processes and project tracking initiatives, evaluating gaps in team knowledge to design internal training opportunities and reduce skill and knowledge siloing
- Designed a cross-functional education plan to promote team enablement and development, training multiple teammates on content delivery pipelines, Git methodologies, and CLI tools
- Led research into AI and automation implementations to improve content development times and reduce manual editorial processes

## Ethyca

Technical Writer  
*(2023)*

*(Jan. 2022 - Jan. 2023)*

- Led an update of product documentation and deployment methods, including the migration of content between existing Mkdocs and Vercel pipelines, Nextra markdown development, and a refactored 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

## Berkshire Hathaway Specialty Insurance

Software Engineer

*(May 2019 - Jan. 2022)*

- Designed and developed the API for a Golang RDS microservice used to store and access subscription renewal records, including the successful migration of key 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 third-party email automations with current and future microservices, reducing reliance on deprecated legacy software

