

Cole Garbo, MSCS

Technical Communicator • Documentation Engineer

CONTACT

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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

UCLA

TECHNICAL SKILLS

Language Proficiencies

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

IN BRIEF

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

CoreWeave

Staff Technical Writer, Knowledge Architecture *(May 2024 - Present)*

- Assisted cross-functional initiative to consolidate fragmented internal documentation systems into a unified knowledge hub, migrating existing content while establishing new governance standards and generating low-lift maintenance workflows
- Developed team operational standards including voice and tone guidelines, editorial workflows, and cross-functional collaboration processes, creating reusable templates and examples for organization-wide adoption
- Contributed technical writing expertise to cross-functional knowledge architecture projects, developing content strategies, information hierarchies, and search optimization improvements to meet organization-wide engineering enablement objectives

Camunda

Senior Technical Writer, Self-Managed *(May 2024 - May 2025)*

- Led technical documentation strategy for the Self-Managed product pillar, embedding with multiple infrastructure experience engineering teams to design new product user journeys and improve content accuracy across multiple documentation sets
- Established regular documentation team operations including weekly capacity planning, issue triage workflows, and knowledge sharing sessions, reducing review cycle time and work redundancy
- Maintained content quality standards through peer review processes and style guide enforcement, managing contributions from both internal and external contributors while ensuring consistent voice across all product documentation
- Mentored and developed technical writing talent through coaching, skill sharing and development, and performance management

Tools and Expertise

- Git and GitHub
- Docs-as-Code workflows
- CI/CD pipelines
 - CircleCI • Github Actions
- Deployment platforms
 - Vercel • Heroku • Netlify
- Static site generators
 - Docusaurus • Hugo • Mkdocs • Jekyll
- Kubernetes and Helm
- Docker and Docker Compose
- Amazon Web Services
 - S3 • CloudFormation • EKS
- Cloud infrastructures
- API Documentation
 - Swagger/OpenAPI
 - Postman and API testing
- Jira and project management
- CMS platforms
- Collaborative design
 - Figma • Canva • Miro
- Agile methodologies
- Information architecture
 - Diataxis • governance • taxonomy and metadata

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

(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