EMILY RUSHTON SAHLANI

DOCUMENTATION SPECIALIST

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TECHNOLOGIES

Git & CI/CD

Next.js & React

HTML & CSS

REST & GraphQL APIs

Markdown & MDX

Javascript

Docusaurus

Jekyll, Liquid, YAML

DITA XML

Algolia

Camtasia

EDUCATION

MASTER OF SCIENCE
Technical Communication
Northeastern University College of
Professional Studies
Sep 2015–Dec 2017

BACHELOR OF ARTS
Honors English Language and
Literature

SUMMARY

Skilled technical leader with over 8 years of experience in the software industry, specializing in technical communication and online help systems. Proficient in front-end tools and Git workflows for CI/CD, with a strong focus on creating user-friendly documentation. Quick to learn new products, ensuring thorough and comprehensive documentation. Highly inquisitive, always ready to explore and master software for effective documentation.

PROFESSIONAL EXPERIENCE

MANAGER, DOCUMENTATION   Nov 2022–Present
Nautical Commerce, Toronto

- Enable developers and end-users to optimize our product through detailed API-references, tutorials, videos, release notes, and technical support.
- Empower internal teams and solution integration partners with interactive product training.
- Facilitate customer engagement with personalized product onboarding, including live training sessions and webinars.
- Develop and maintain a comprehensive documentation website utilizing Docusaurus, ensuring continuous access to up-to-date resources.

MANAGER, PRODUCT OPERATIONS   Mar 2022–Nov 2022
Veeva Systems, Toronto

- Led all release & end-user documentation for a team of four in a highly-regulated industry.
- Facilitated monthly release preview webinars.
- Managed the product team's project milestones & deliverables throughout software development lifecycle.
- Facilitated release planning & design collaboration cycles between product management and engineering
- Managed an online help system serving 2,000 monthly users and delivered weekly customer release notifications.

TECHNICAL WRITER LEAD   Apr 2020–Mar 2022
Veeva Systems, Toronto

- Expanded the technical writing team and managed all release publishing activities.
- Regularly produce content to support how to enable and use new features being released on a monthly-basis.
- Onboarded and trained technical writers on software and authoring tools.
- Implemented a GitLab CI/CD pipeline for automated online help updates.
- Developed processes and style guides to support the growing team.

EMILY LESLEY RUSHTON

University of Waterloo
Sep 2010–Apr 2014

ACHIEVEMENTS

Employee Excellence Award - Bronze
Dell EMC
Mar 2018

Employee Excellence Award - Gold
Dell EMC
Jan 2017

VOLUNTEER EXPERIENCE

LEAD MOVER
Shelter Movers
Nov 2020–Present

TECHNICAL WRITER   Mar 2019–Apr 2020
Veeva Systems, Toronto

- Built out a new documentation set for the launch of a cloud-based drug safety product, Vault Safety, including user guides and release notes.
- Built an online help website using Jekyll, GitLab, and AWS hosting.

TECHNICAL CONTENT DEVELOPER II   Sep 2017–Mar 2019
Dell EMC, Burlington

- Delivered targeted IT administration documentation for multiple backup and recovery products, balancing concurrent release schedules.
- Resolved peers' technical DITA XML issues, conducting standards reviews for the team.
- Performed code reviews for the engineering team to improve user interface verbiage quality.

TECHNICAL CONTENT DEVELOPER I   Jul 2015–Sep 2017
Dell EMC, Burlington

- Collaborated with engineering teams to produce quality end-user documentation on NetWorker, backup and recovery software.
- Developed SEO best practices to enhance document searchability.

PROFESSIONAL DEVELOPMENT

MANAGING PEOPLE: ESSENTIALS   Oct 2021
University of Toronto School of Continuing Studies

CRAFTING MEMORABLE AND INFLUENTIAL PRESENTATIONS   Nov 2020
Society for Technical Communication

ADVANCED TECHNICAL EDITING   Sep 2019
Society for Technical Communication