

# Geofrey Victory

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## EXPERIENCE

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### Technical Writer

April 2024 – Present

Nextracker | Fremont, CA

- Establish task-based documentation and use DITA principles to separate tasks from references and concepts.
- Create and maintain staging site to improve the approval cycle. Integrate Sidenotes React application to implement inline comments for stakeholder feedback.
- Structure FM files to XML files to establish a structured authoring content architecture. Use AI/ML tools such as Github Co-Pilot and Open AI to automate the structuring in bundles.
- Collaborate with UX designers and frontend developers to launch the NXOS Help Center. Publish FAQs and self-help services to assist developers and construction managers.

### Senior Technical Writer

March 2021 – October 2023

BlackLine | Pleasanton, CA

- Structured the information architecture for BlackLine Account Reconciliations content. Developed topic-based content and established cadence with profiling and conditions using oXygen.
- Launched BlackLine documentation portal using DITA and Zoomin CDP as the publishing tool. Configure JSON, HTML and CSS, and XML schema files to design, test, and troubleshoot documentation site components.
- Managed the release notes process across the product organization by building queries and socializing the style guide. Used Jenkins as the CI/CD tool and GitHub as our repository to improve staging and production management..
- Collaborated with product designers launching the BlackLine AI/ML Intercompany product. Provided microcopy, UI labels, and error messages for predictive guidance to users.
- Advocated for the engineering team to release APIs with documentation. Used Jenkins and updated scripts to establish cadence for the developer site.

### Junior Technical Writer

February 2020 – March 2021

Malwarebytes | Santa Clara, CA

- Launched the Malwarebytes API reference guide for managed service providers. Used markdown to publish the API reference.
- Published third-party integration guides, user guides, and product feature overviews using NIST standards.
- Led a project to decrease answer bot rejections from 10% to 3 %. Used Zendesk Explore in collaboration with the customer support team for reporting and analytics.

### User Assistance Developer Intern

September 2018 – September 2019

SAP Labs LLC | Palo Alto, CA

- Researched user requirements and published 12 use cases for SAP Best Practices Explorer - Finance.
- Published 18 demo guides for sandbox environment users.
- Produced video tutorials on SAP YouTube channels: SAP Technology and SAP HANA Academy.

## AWARDS

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### BlackLine

Product Excellence - Employee of the month

January 2022

## EDUCATION

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### San Jose State University

Bachelor of Arts in English with a concentration in Professional and Technical Writing

Graduated August 2019

## SKILLS

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DITA  
Javascript  
SQL  
HTML and CSS

CI/CD Tools  
Github Co-Pilot  
Confluence  
Jira