Geofrey Victory

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EXPERIENCE

Senior Technical Writer   March 2021 – October 2023
BlackLine | Pleasanton, CA

- Structured the information architecture for BlackLine Account Reconciliations to be audience specific. Used Figma to collaborate with product designers and minimalism to focus documentation, microcopy for labels, and tooltips.
- Managed the release notes process across the product organization by building queries and socializing the style guide. Built JQL templates for release changes making the process scalable.
- Launched BlackLine documentation portal using DITA, templates, and style sheets to maintain consistency across the knowledge base. Configure Javascript, Elasticsearch, and HTML and CSS files to troubleshoot and test.
- Revised data import procedure to help automate accountant tasks. Used SQL analytical functions and a demo instance to test user scenarios.
- Collaborated with the engineering team to release APIs with documentation. Used Swagger and scripting to update 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 Swagger 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 %. Collaborated with the support team to chunk content appropriately.

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 5 video tutorials on SAP YouTube channels: SAP Technology and SAP HANA Academy.

Technical Writer Intern   June 2018 – August 2018
KLA | Milpitas, CA

- Documented training material for new technicians.
- Collaborated in document creation with engineers and technicians.
- Researched KLA's online document database to create new documents.

AWARDS

BlackLine
Product Excellence - Employee of the month   January 2022

EDUCATION

San Jose State University
Bachelor of Arts in English with a concentration in Professional and Technical Writing   Graduated August 2019

SKILLS

DITA	API Documentation
Javascript	Zendesk
Video editing	SQL
HTML and CSS	XML