Geofrey Victory

Professional SaaS Writer

SaaS writer with experience in launching documentation sites and troubleshooting style sheets. Led projects using Figma to prototype and wireframe designs. Published API documentation portals support sites for B2B customers. Passionate about building products and learning new concepts.

Contact

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Education

2019

B.A. English with a concentration in Professional and Technical Writing
San Jose State University

Skills

- HTML & CSS
- Figma
- JavaScript
- React
- C++

Awards

January 2022

BlackLine Product Excellence Award

Experience

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

Structured the information architecture for BlackLine Account Reconciliations content. Used Figma to prototype and write microcopy and help messages across the platform. Collaborated with product design to launch the BlackLine AI/ML Intercompany product. Provided microcopy, UI labels, and error messages for predictive guidance to users.

Designed the BlackLine in-product help widget to display support content for users. Configured HTML & CSS and JSON templates and used Jenkins as a CI/CD tool to automate content updates. Launched BlackLine documentation portal using DITA and Zoomin as the publishing tool. Configured JSON, HTML and CSS, and XML schema files to design, test, and troubleshoot documentation site components.

February 2020 - March 2021
Malwarebytes | Santa Clara, CA
Junior Technical Writer

Launched the Malwarebytes API reference guide for managed service providers. Used Swagger to publish the API reference and Postman to test REST APIs. Published third-party integration guides, user guides, and product feature overviews using NIST standards. Guided managed service providers to set policies on their endpoints.

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.

September 2018 - September 2019
SAP Labs LLC | Palo Alto, CA
User Assistance Developer Intern

Researched user requirements and published 12 use cases for SAP Best Practices Explorer - Finance. Used SAP to test user scripts and business scenarios with Perforce as the team CMS.

Published 18 demo guides for sandbox environment users. Produced 5 video tutorials on SAP YouTube channels: SAP Technology and SAP HANA Academy.

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

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