

Geofrey Victory

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EXPERIENCE

Technical Writer

April 2024 – Present

Nextracker | Fremont, CA

- Lead a scenario-based information architecture in developing content. Advocate for task-based authoring for better user experience.
- Launch Nextracker Power Plant for solar and storage developers. Publish NXPP datasheet, Modbus Communication Protocol developer guide, and Nextracker Power Conversion System O&M manual.
- Develop Nextracker OS Help Center and apply docs-as-code workflow across the product organization.

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 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 to write scripts for automation and created Jira query templates for scalable release pulls.
- 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 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 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.

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. Used SAP to test user scripts and business scenarios with Perforce as the CMS.
- Published 18 demo guides for sandbox environment users.
- Produced video tutorials on SAP YouTube channels: SAP Technology and SAP HANA Academy.

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
Javascript
SQL
HTML and CSS

CI/CD Tools
Zendesk
Confluence
Jira