Geofrey Victory

Monte Sereno, CA | (408) 828-0577 | geofvictory@gmail.com

EXPERIENCE

Senior Technical Writer   March 2021 – October 2023
BlackLine | Remote

- Collaborated with product managers and engineers during product development cycles to publish content
- Managed the release notes process across the product organization by building queries and Jira dashboards
- Developed documentation standards, templates, and style sheets to maintain consistency across the documentation portal
- Conducted keyword research and competitive analysis to identify opportunities for optimization
- Used Zoomin analytics and content performance analysis to leverage insights for user engagement
- Wrote microcopy for labels, error messages, and tooltips in Figma ensuring user interactions are user-centric

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

- Developed Malwarebytes API reference guide for managed service providers
- Published third-party integration guides, user guides, and product feature overviews
- Decreased Answer Bot rejection rate from 10% to 3%

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

- Researched user requirements and developed 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

UX Writing	API Documentation
Jira	Zendesk
Video editing	SQL
HTML and CSS	XML