

# Geofrey Victory

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## EXPERIENCE

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### 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.
- Collaborated with product designers launching the BlackLine AI/ML Intercompany product. Provided microcopy, UI labels, and error messages for predictive guidance to users.
- 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.
- 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.
- 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 team CMS.
- 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

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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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API Documentation

Shell scripting

Javascript

Zendesk

C++

SQL

HTML and CSS

XML