



TECHNICAL SKILLS

- HTML, CSS
- JavaScript, TypeScript, React.js
- PHP
- Python
- SQL, MongoDB
- Git
- UML, BPMN
- Markdown
- DITA, Oxygen XML
- Postman, Swagger, OpenAPI
- Confluence, Jira, Bitbucket
- WordPress
- Figma

LANGUAGE SKILLS

- Ukrainian (native)
- English (C2 level, CPE)
- French (C2 level, DALF C2)

SOFT SKILLS

- Presentation skills
- Adaptability and learning agility
- Customer-focused mindset

CONTACT INFO



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Kyiv, Ukraine

Iya KHOROVA

TECHNICAL WRITER | DOCUMENTATION LEAD | [PORTFOLIO](#)

EDUCATIONAL BACKGROUND

Limoges University (France)

Bachelor in Web Development · 2025

Paris-Sorbonne University (France)

Master in Applied Linguistics · 2014

Taras Shevchenko National University of Kyiv (Ukraine)

Bachelor in Translation Studies (English & French) · 2012

EXPERIENCE

Technical Writer & Documentation Lead

[Actifile](#) · Remote (Israel-based, international team) · since July 2024

- Own all customer-facing and internal documentation: [user guides](#), [browser tours](#), API docs, release notes, technical specs, and more.
- Analyze support tickets and direct user feedback to identify documentation gaps and improve usability (20% drop in support inquiries since onboarding).
- Craft in-product UX copy, tooltips, and browser-based walkthroughs directly in the React.js codebase.
- Conduct live training sessions with enterprise customers.
- Collaborate cross-functionally with development, QA, customer success, and C-level stakeholders to align documentation with the product roadmap and to document functional requirements.

Freelance Technical Writer

Various Clients · Remote · 2023 - 2024

- [Actifile](#) - Contributed to the customer knowledge base and onboarding materials.
- [Glenflow](#) - Delivered technical documentation for multiple client projects, including API references and developer onboarding guides.
- [Ubos](#) - Contributed to the documentation for a Ukrainian low-code development platform: [example in DITA XML](#)
- [Datagrok](#) - Contributed to the documentation for a data visualization and analytics tool and implemented an interactive browser tutorial using JavaScript.

Language Teacher, Translator & Instructional Designer

Various Clients · Kyiv (Ukraine) and Remote · 2014 - 2024

- Delivered over 6,000 French classes to 500+ international students via the [italki](#) platform.
- Created and managed the Instagram blog @french.you.up (in English): 10,000+ followers as of July 2020.
- Developed custom learning materials and programs.
- Collaborated with major international institutions on teaching and translation assignments, including:
 - Institut français d'Ukraine
 - French Embassy in Ukraine
 - US Embassy in Ukraine
 - Delegation of the European Union to Ukraine
 - General Consulate of Italy in Paris