

LUIZA DEL GIUDICE

Lead Technical Writer



CONTACT

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EDUCATION

2014
Universidade Federal de Santa Catarina
Bachelor in International Relations

Certifications

Professional Technical Writing - Udemy
Project Management for Technical Writers - Udemy
Designing accessible editorial content for the web - Access42
Cloud Foundations - Scaleway
Cloud Network - Scaleway

TOOLBOX

Git	Amplitude
Github	VSCode
Markdown	Confluence
Mkdocs	Snagit
Gsuite	Algolia
Slack	

STRENGTHS

Documentation Evangelist

Representing my team effectively, building cross-team relationships, liaising with clients

Tech Facilitator

Simplifying complex topics, being quick-learner, training team mates.

Decision Maker

Anticipating risks, balancing perfection with viability, choosing practical solutions

LANGUAGES

English: Fluent
French: Fluent
Portuguese: Native
Spanish: Advanced
Italian: Intermediate

ABOUT ME

I'm a Technical Writer with 6 years of experience turning complex computing concepts and procedures into accessible, user-focused documentation. Currently looking for opportunities in tech companies that work in a docs-as-code environment. Looking for hybrid or remote roles in Europe and Latin America.

EXPERIENCE

Lead Technical Writer

Scaleway

2020 – Now

Being a Lead Technical writer at Scaleway has allowed me to wear several hats and develop skills in different areas of interest.

As a technical writer, I:

- Write and review technical documentation for all of Scaleway's products and services, including how-tos, tutorials, FAQs, quickstarts, concepts, troubleshooting, and API reference.
- Write UX copy for the Scaleway console

As a documentation team representative in product squads, I:

- Deal with stakeholder requests and manage deadlines
- Collaborate with Product Managers, Developers and Product
- Participate in brainstorming sessions and in making decisions about the product

As a technical lead in the team, I:

- Lead retrospectives and team weeklies
- Manage the team Jira board and stakeholder requests
- Create and maintain internal content such as changelogs, onboarding guides, and documentation guidelines
- Deliver onboarding sessions and cross-company talks about Technical Writing

Inside Sales

Scaleway

2019 – 2020

- Supported pre-sales project requests in collaboration with Cloud Solution Architects
- Identified sales opportunities and managed customer-facing content and responses
- Helped coordinate events and technical go/no-go discussions with internal teams

Customer Happiness Specialist

IFESP São Paulo, Brésil

2018

- Structured the Customer Success process; defined KPIs, BPMN diagrams, and feedback loops
- Produced e-learning and SEO content for blogs, videos, and podcasts
- Managed satisfaction funnels and handled user retention and onboarding initiatives