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## ELENA CHERTOVA

Senior Technical Writer



+995 599 035 623 (Georgia)  
lenache87@gmail.com  
Tg: @lenache

### Languages:

English	<div><div></div></div>
Italian	<div><div></div></div>
French	<div><div></div></div>

### Documentation stack:

- XML
- DITA
- HTML
- CSS
- Markdown
- XMetaL
- MadCap Flare
- Adobe Acrobat
- SnagIt
- QuarkExpress

### Other tools:

- Jira
- Git
- SharePoint

### Tech Experience:

- Windows Server
- Microsoft SQL Server
- Microsoft Azure
- Adobe Commerce (Magento)

## Profile

A seasoned technical writer who enjoys exploring software technology and helping IT and non-IT audience make the best of it.

## Experience

**Epicor Software, Moscow** (*Software Development, System Integration, Technological and Business Processes Automation*)

**Principal Content Specialist, Remote — 2018-2022**

- + Developed XML-based content for ERP and e-commerce software. The types of documentation deliverables and related audiences included:
  - application help articles, user guides, tutorials, and certification tests for end users;
  - installation and upgrade guides used by application administrators to deploy the application on premises and handle cloud SaaS environment upgrades;
  - integration guides including API reference and explaining system administrators how to configure the application and external solutions to work together;
  - technical reference guides aimed at application developers working on product customization.
- + Worked in cooperation with the release management team consolidating, proofreading, and publishing release notes for multiple concurrent software releases.4
- + Managed the SharePoint-based product documentation center and coordinated documentation uploads for major and update releases.
- + Supported customers when they had questions about documentation and implemented customer feedback.

**Senior Content Specialist, Remote — 2016-2018**

- + Provided Epicor ERP framework and tools with documentation and education materials.
- + Working with 3+ remote engineering teams, created and updated supporting documents for localization features (country specific functionality).
- + Created and updated implementation notes and release documents for e-commerce software.

**Senior University Release Specialist — 2011-2016**

- + Provided Epicor ERP with release documentation (installation guides, release notes, feature summary).
- + Created and updated integration guides for companion products.
- + Desktop published user guides and newsletters.

**Technical Writer — 2010-2011**

- + Created and updated online help and education courses for iScala.
  - + Working with a team of subject matter experts, revised the outdated iScala user guide and revamped it for release 2.3 SR3.
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## **SCA Hygiene Products Russia (Essity), Sovetsk, Tula region** *(Cellulose and Paper Products)*

### **Secretary — 2010-2010**

- + Managed mail, email, paperwork, and business correspondence, received office visitors.
- + Translated legal and technical documents and interpreted at business meetings.
- + Handled visa invitations for foreign partners, booked tickets and hotels.
- + Purchased office goods.

### **Translator — 2009-2010**

Performed oral and written technical translation for the following aspects of the paper machine commissioning:

- equipment installation and configuration,
- trainings for operators,
- status update and business meetings,
- software interface and documentation.

## **Education**

**Tula State Lev Tolstoy Pedagogical University, Russia — English Teacher and Translator, 2004-2009**

## **Achievements**

- + As a principle content specialist, I single-handedly maintained release documentation (installation and upgrade guides, release notes, start here cards) for 2 major and 60+ update releases yearly and always delivered the necessary documents on time and with high quality.
- + I refined the process of managing release notes by consolidating and reviewing them in Jira. The new process reduced the time spent on reviews and proof reading and helped to ensure release notes always had last-minute changes included.
- + When working on the content transformation project, I researched on the content development software (Madcap Flare) capabilities and created internal documentation on how to use them when importing content from the legacy system. This process speeded up the migration of larger documents that did not need much style and structure adjustment.

## **Hard Skills**

**Fast learner.** Even though I have worked for only one company, my experience is quite versatile as I had a chance to work on various projects over the years. I also easily adapt to using new writing styles and tools.

**Customer-oriented.** Studying related industry and hands-on experience with new functionality let me put myself in customers' shoes and make sure the instructions I write are truly helpful. I also understand the importance of being clear and concise, and keep my writing structured and simple.

**Smart worker.** Single source, conditional text, templates and variables are my best friends when it comes to optimizing content management.

## **Soft Skills**

**Self-organized.** Working on multiple concurrent releases taught me to plan my work in accordance with the development cycle, be proactive, and always on time.

**Team player.** When writing for a few products at the same time, I learnt to be flexible as different teams had different timelines and approaches to delivering documentation. We could always agree on how to handle our work together.

**Problem solver.** My resourcefulness helps me a lot when there is a need to track down the right subject matter experts and suitable testing environments.

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