LISA **BIELIK**

SENIOR TECHNICAL WRITER

linkedin.com/in/lisabielik/   Lvario8483@gmail.com   Northeast Ohio

Over 10 years of experience as a technical writer, documentation specialist, and technical editor. Thorough knowledge of HTML, Markdown, Hugo, Git, Flare, and more. Superior communication, presentation, and troubleshooting skills. Team player who enjoys working closely with all areas of the business.

RELEVANT EXPERIENCE

DOCUMENTATION LEAD
Hyperproof
Seattle, WA
2021 - present

- Authors, edits, and maintains all technical, training, and support documentation
- Built and maintains company's help center using Hugo, Markdown, and Git
- Assisted in building company's Learning Management System
- Creates and publishes product release notes
- Uses WalkMe to insert context-sensitive help into product UI as well as notifications alerting users to new features and updates
- Works closely with product and development teams for all documentation and UI text needs

SENIOR TECHNICAL WRITER
eyeo GmbH
Cologne, Germany
2015 - 2020

- Built content team from the ground up
- Worked to improve company-wide standard for writing
- Created and implemented writing processes and best practices
- Played pivotal role in maintaining open communication between the content team and other teams to ensure all forms of communication were clear, consistent, and accurate
- Assisted with marketing content, HR documentation, training materials, and general copywriting
- Created educational materials for colleagues on how to improve writing; hosted bi-weekly writing clinic

TECHNICAL WRITER
Turning Technologies
2011 - 2015

- Authored, edited, and maintained all technical, training, support, and integration documentation in a variety of formats across three platforms (Linux, OS X, Windows)
- Coordinated translation/localization process and handled desktop publishing for translation products
- Created and maintained release notes
- Created cascading style sheets for use with help authoring tool
- Increased documentation database upwards of 50%

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LISA **BIELIK**

EDUCATION

M.A. IN HISTORY

Youngstown State University

Published thesis

2007

B.A. IN HISTORY; GERMAN MINOR

Youngstown State University

2005

EXPERTISE

- HTML
- Hugo
- Git
- Markdown

- Jira
- WalkMe
- Adobe InDesign
- Adobe Acrobat

- Madcap Flare
- Adobe Framemaker
- Microsoft Suite
- Google Workspace

PORTFOLIO

lisa-bielik.netlify.app