Natalia Isabel Seijo Abelenda

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Professional Summary

Technical Writer and Copy Editor with 6+ years of experience delivering high-quality documentation for technology-driven and compliance-focused companies. Adept at transforming complex technical concepts into clear, accessible content for diverse audiences. Proven ability to collaborate across global teams in Agile/Scrum workflows, optimize documentation processes, and deliver measurable improvements. Skilled in English, Spanish, Portuguese, and French. Experienced with API documentation, user guides, release notes, CMS platforms, and developer-focused content. Knowledgeable in AI tools and generative content applications for documentation.

Key Skills

Documentation & Writing: Technical Documentation, API Documentation, User Guides, Release Notes, Knowledge Bases, Technical Editing
Tools & Platforms: Git, Markdown, JIRA, Confluence, SharePoint, Adobe Acrobat DC, Zendesk, Rebelmouse CMS, ChatGPT, Generative AI
Processes & Collaboration: Agile/Scrum, UAT Testing, Content Standardization, Cross-Functional Collaboration
Industry Knowledge: Healthcare, Pharma, Technology, Digital Banking
Languages: English (Bilingual), Spanish (Native), Portuguese (Professional Working), French (Elementary)

Professional Experience

Hogarth Worldwide (WPP) – Montevideo
Copy Editor (Technical & Compliance Focus) | Jan 2024 – Apr 2025
• Edited and standardized technical and marketing documentation for Johnson & Johnson pharma brands, ensuring compliance with FDA/AMA regulations.
• Managed workflows with cross-functional global teams across multiple time zones.
• Delivered high-accuracy assets supporting compliance-driven environments, reducing review cycles by ~15%.

Wunderman Thompson Studios – Montevideo
Copy Editor (Hybrid Agile Projects) | Oct 2021 – Dec 2023
• Developed and maintained technical and promotional content for Johnson & Johnson Innovative Medicine.
• Collaborated in hybrid Agile projects with McCann NY using JIRA, Confluence, and SharePoint.
• Improved content clarity and consistency, contributing to a 20% faster internal review process.

Technisys – Montevideo
Technical Writer | Mar 2019 – Jul 2021
• Created and maintained user guides, integration manuals, and release notes for digital banking platforms.
• Partnered with product managers and engineers to translate complex requirements into user-friendly documentation.
• Implemented standardized templates, improving scalability and reducing documentation errors by ~20%.

Champion Global Services – Montevideo
Customer Service Representative | Oct 2016 – Mar 2018

• Delivered multilingual support (EN, ES, PT) via chat, email, and phone for online entertainment clients.
• Contributed to knowledge base content and translations, enhancing support quality and efficiency.

Rebelmouse CMS – Remote (NY)
Premier Product Support | Apr 2015 – Jul 2016
• Provided technical support for CMS clients using Django, Zendesk, Redmine, and JIRA.
• Met strict SLA targets and improved client satisfaction through responsive support.

Tata Consultancy Services – Montevideo
Project Manager | Jul 2014 – Mar 2015
• Managed financial reporting and tracked test hours for AMEX features using Clarity PM and Excel.
• Contributed to process efficiency and project timeline adherence.

Sabre Travel Network – Montevideo
Operations Analyst | Mar 2007 – Jan 2014
• Supported 250+ call center users with Siebel CRM, leading UAT cycles and training programs.
• Improved user adoption and reduced system errors through documentation and process improvements.
• Gained key experience in high-volume, global operations, strengthening problem-solving and technical communication skills.

Education & Certifications

Education
• Product Manager Diploma – Senpai Academy, Montevideo, 2021
• Creative Writing & Art Direction – Brother Creative School, Montevideo, 2018
• Portuguese B2 Certificate – ICUB, Montevideo, 2018
• Social Communication Degree – UTU, Montevideo (In Progress)
• Computing Technician – ITS Buceo, Montevideo, 2002

Certifications
• Introduction to Technical Writing
• Manual de IA Generativa
• Generative AI Primer
• Inteligencia Artificial (AI): Interacciones y Prompts
• Consonants of American English Pronunciation
• Scriptwriting – ECU Uruguay, 2021

Interests & Volunteering

• Passion for writing, storytelling, and digital content creation.
• Volunteered in corporate social responsibility projects at Sabre Holdings.