

Natalia Isabel Seijo Abelenda

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🌐 Montevideo, Uruguay | US Visitor Visa valid until 2026

🔗 Portfolio: [Technical Writing Portfolio](#)

Professional Summary

Technical Writer and multilingual communicator with 6+ years of experience delivering high-quality documentation for technology-driven and compliance-focused companies. Adept at translating complex technical concepts into clear, accessible content for diverse audiences. Proven ability to quickly master new platforms, collaborate across global teams, and deliver impactful results. Skilled in English, Spanish, Portuguese, and French, with experience in Agile/Scrum workflows, CMS platforms, API documentation, and developer-focused content. Knowledgeable in AI tools and generative content applications for technical documentation.

Key Skills

Documentation & Writing: Technical Documentation, API Guides, User Guides, Release Notes, Knowledge Bases, Introduction to Technical Writing

Tools & Platforms: Git, Markdown, JIRA, Confluence, SharePoint, Adobe DC, CMS (Rebelmouse, Zendesk), ChatGPT, AI Applications

Processes & Collaboration: Agile/Scrum, UAT Testing, Content Standardization, Cross-Functional Teamwork

Industry Knowledge: Healthcare, Pharma, Technology, Digital Banking

Languages: English (Bilingual/Native), 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 content workflows with cross-functional global teams across multiple time zones.
- Delivered high-accuracy content 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.
- Collaborated on 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.
- Key experience in high-volume, global-scale operations, enhancing 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:

- Manual de IA Generativa
 - Generative AI Primer
 - Introduction to Technical Writing
 - Consonants of American English Pronunciation
 - Inteligencia Artificial (AI): Interacciones y prompts
 - Scriptwriting – ECU Uruguay, 2021
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Interests & Volunteering

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