

Mary Joy Antonio

Content & Technical Documentation Specialist |
8+ years

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Experienced in creating high-quality software documentation and B2B content for global audiences. Skilled at collaborating with cross-functional teams in Agile environments to transform complex technical and SaaS/cloud product details into clear, compelling narratives. Proven success in delivering user guides, release notes, and go-to-market materials that communicate value to both technical and business stakeholders. Proficient in structured authoring, content management systems, and editorial strategy.

Professional Skills & Expertise

Project Management:	Agile Methodologies, Cross-Functional Team Collaboration, Stakeholder Management
Content Development and Editing:	Content Strategy, Copywriting, Copyediting, Technical Writing, Software Documentation, Web Content Writing, Scriptwriting, Storyboarding
CMS and CCMS:	Tridion Docs, XMetaL
Structured Authoring:	DITA, HTML, Markdown
Software and Tools:	Adobe Acrobat, Copilot, Google Workspace, Microsoft 365, Microsoft Azure DevOps Server, Snagit, Visual Studio Code
Marketing and Communication:	Brand Messaging and Storytelling, Content Marketing, Creative Collaboration, Email Marketing, Internal and External Communications, Social Media Marketing

Career Experience

Deltek Systems, Philippines
Sr. Product Content Writer

July 2023 – Present

- Own the documentation strategy for Costpoint, Deltek's flagship SaaS ERP solution (cloud and on-premise), specifically the Projects, Business Intelligence, Command Center, and Getting Started domains.
- Collaborate with product managers, developers, and QA teams within an Agile SDLC to deliver accurate, consistent deliverables (such as Online Help, release notes, and user guides) for quarterly releases, improving usability and ensuring smooth adoption of new features.
- Redesigned the Costpoint Getting Started Guide to align with updated UI/UX, improving onboarding clarity for new customers.
- Authored first complete documentation for Command Center, a new Costpoint module.
- Created an Enhancements Guide for Deltek ComputerEase, enabling sales teams to effectively communicate new features and enhancements during client renewal discussions.

Ernst & Young Global Services, Philippines
Content Editor – Supervising Associate

February 2022 – July 2023

- Produced B2B go-to-market materials, including email newsletters, client success stories, press releases, FAQs, intranet materials, and social media assets, for a global audience, boosting brand visibility and engagement across diverse channels.
- Managed content and editorial support for EY Global Alliance launches, ensuring quality and consistency.
- Collaborated with business teams, editors, and design teams to ensure seamless execution and delivery of materials.
- Reviewed and refined the work of other writers and editors to uphold high editorial standards and coherence.
- Earned the July 2022 Extra Miler Award for exceptional support in collateral development for new alliance launches and win stories within five months of joining the team.

Google Operations Center, Philippines
Technical Writer Senior Associate

May 2021 – February 2022

- Collaborated with content project leads, product managers, and software engineers to create and edit Google Ads Help Center content, including knowledge base articles, transforming complex technical updates into clear user-facing content.

- Developed and refined content using an internal CMS software, adhering to style guides and content models to deliver clear, compelling, and visually engaging materials.

Independent Contracts Technical Writer/Editor

September 2020 – May 2021

- Delivered diverse freelance writing and editing projects, including an annual report, training manual, and devotional planner.
- Collaborated with graphic designers to align content and layout for cohesive presentation.
- Managed coordination with print suppliers, ensuring quality control and on-time delivery of 1,000+ materials.
- Performed technical editing on manuscripts and transcriptions from other writers, ensuring 100% accuracy and adherence to style guides.

Center for Community Transformation, Inc., Philippines Writer

October 2016 – September 2020

- Collaborated with management and creative teams to produce multimedia materials and publications, ensuring alignment with the organization's brand.
- Managed end-to-end publication and multimedia production projects for internal and external stakeholders, including annual reports, books, calendars, flyers, institutional videos, and social media content.
- Supported the Office of the President with speaking engagements and special reports, contributing to high-profile communications.
- Contributed to all stages of multimedia production, including photo/video shoots, event management, and stage plays, enhancing overall project execution.

Education

Bachelor of Science in Development Communication
University of the Philippines Los Baños, 2016

Certifications

Google Digital Marketing & E-Commerce Professional Certificate, 2023
Google Data Analytics Professional Certificate, 2023
Google Project Management Professional Certificate, 2021
Meta Certified Digital Marketing Associate, 2021