

# PEDRO VEGA

TECHNICAL WRITER

CONTENT DESIGNER

UX WRITER

## SUMMARY

A dedicated technical writer and content designer with a strong background in **API Documentation** and **UX Writing**. I specialize in creating user-friendly content that improves product usability and user understanding. I have a proven track record of boosting efficiency by reducing manual production times by 30% through workflow optimization. I am proficient in modern documentation tools and practices, including a "docs-as-code" approach with **Markdown**, **VS Code**, and **Git**. My key skills include Postman and Swagger. I excel at collaborating with cross-functional teams and have successfully translated over 25 technical documents into Spanish, expanding market accessibility.

## RELEVANT EXPERIENCE

### UX WRITER, CULANGEX

Dec 2024 - Present

Remote

- Collaborating with stakeholders and the design and marketing teams to create a comprehensive company-wide style guide, focusing on accessibility standards for content.
- Writing concise microcopy to assist users during onboarding and other processes.
- Working with the language education team to translate written content into Spanish.
- Assisting stakeholders in drafting and revising the pitch deck for potential investors.
- Working alongside the software development team to track project progress and documentation.

### TECHNICAL WRITER, FELIX STORCH, INC

Mar 2022 - Feb 2024

The Bronx, NY

- Authored and maintained over 150 user manuals, technical memos, knowledge base articles, and marketing documents across 5 brands, contributing to a 25% reduction in customer support inquiries.
- Participated in product testing and documentation reviews to ensure accuracy and usability.
- Designed and implemented document templates, reducing manual production times by 40%.
- Collaborated with cross-functional teams, including SMEs and customer support, to integrate user feedback, improving manual usability by 30%.
- Translated 25+ technical documents into Spanish, expanding market accessibility by 15%.
- Leveraged Adobe Suite tools (InDesign, Illustrator) to design packaging materials, ensuring compliance with branding guidelines.
- Spearheaded the initiative to update outdated documentation and remove obsolete documents from the content library.
- Conducted thermodynamics research, enabling accurate and concise technical explanations for product manuals.

### ENGLISH TUTOR, FREELANCE

Nov 2014 – Mar 2022

New York, NY

- Educated and guided students in mastering fundamental writing mechanics and comprehending complex texts, utilizing targeted "mini-lessons" to clarify challenging concepts and address individual learning needs.
- Systematically monitored student performance and provided constructive feedback, demonstrating a pedagogical approach directly applicable to leading contributor training and ensuring documentation quality.

### JOURNALIST, THE BORGES PROJECT

Jun 2020 - Jan 2021

Remote

- Researched and published 15+ high-impact articles on international poverty and humanitarian policies, achieving a 20% increase in website traffic.
- Conducted in-depth interviews with experts, enhancing the credibility and depth of articles.
- Optimized content for SEO, resulting in a 30% boost in article visibility and engagement.

## CONTACT

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<https://pedrovega.nyc>

[github.com/pvega62/Portfolio](https://github.com/pvega62/Portfolio)

[linkedin.com/in/pvega62/](https://linkedin.com/in/pvega62/)

New York, NY

## EDUCATION

### CITY COLLEGE OF NEW YORK,

2019

B.A in English, minor in Journalism

Publishing Certificate Program, with a focus on editing and proofreading

## SKILLS

**Technical Writing/Documentation:** Expertise in API documentation (REST, OpenAPI), docs as code, Information Architecture (IA), user guides, technical memos, multimedia documentation, version control, FAQs, and process documentation.

**Content Development:** Skilled in AP style, MLA style, SEO optimization, document translation (Spanish), and digital and print content creation.

**Design and Visualization:** Proficient in Figma, Adobe InDesign, Photoshop, Illustrator, Snagit, and Visio for document and packaging design.

**Tools and Platforms:** VSCode, Git (GitHub, GitLab), Swagger, Postman, Madcap Flare, Adobe Acrobat, Microsoft Office Suite (Word, PowerPoint, Excel), Google Suite, Notion, Confluence, Jira.

**Process Optimization:** Streamlined documentation workflows using reusable templates, achieving up to 40% efficiency gains.

**UX Writing and Design:** Experienced in UX research, wireframing, prototyping, and writing user-focused documentation.

**Project Management:** Effective in multi-project planning, process improvement, and cross-functional team collaboration.

**Languages:** Fluent in Spanish, Intermediate in French.

**Markup & Programming Languages:** HTML, CSS (Bootstrap), Markdown, and JavaScript.

### Integrating Artificial Intelligence (AI) Into

**Workflow:** VSCode with Copilot, GitLab Duo, Gemini, Cline, GPT

## CERTIFICATIONS

Google UX Design Professional Certificate

Udemy API Documentation Certificate

LinkedIn Learning Technical Writing Certificate

Meta Front-End Developer Professional Certificate (in progress)

## **TRADE EDITORIAL INTERN, W.W. NORTON & COMPANY**

Jan 2019 - Apr 2019

New York, NY

- Drafted and edited marketing materials for 10+ published works.
- Coordinated with authors and vendors to ensure the timely delivery of promotional materials.
- Assisted senior editors in line-editing manuscripts, reducing review cycles by 25%.

## **MEDIA SERVICES TECHNICIAN, NEW YORK CITY COLLEGE OF TECHNOLOGY**

Feb 2015 - Jan 2016

Brooklyn, NY

- Delivered A/V solutions for 50+ campus events annually, achieving excellent customer satisfaction scores.
- Authored technical guides and FAQs, streamlining user support processes by 20%.

## **PROJECTS**

### **RECORDKEEPING WEBSITE**

**Tools Used:** HTML, CSS, Bootstrap, JavaScript, GitHub

Jul. 2025 - Present

**Project Overview:** Developed a user-friendly recordkeeping website for my record collection, focusing on intuitive navigation and accessibility.

- Implemented responsive design principles to ensure compatibility across devices.
- Conducted user testing sessions to gather feedback and iterate on design improvements.
- Leveraged JavaScript to enhance interactivity and user engagement, such as adding a playback function for featured tracks.
- Utilized GitHub for version control and collaboration, ensuring a streamlined development process.
- Worked in VSCode to develop and maintain the website, ensuring seamless integration with GitHub.

### **STRIPE API DOCUMENTATION SAMPLE**

**Tools Used:** Postman, GitHub, Markdown, VSCode, Vale

Dec. 2024 - Present

**Project Overview:** Adopted the user persona of a technical writer/documentarian at Stripe and created user-friendly API documentation.

- Tested API endpoints using Postman, ensuring accurate and reliable responses.
- Initial drafting of the document was done in MS Word, but subsequent updates and fixes were drafted and pushed to the repository Wiki using VSCode.
- Leveraged VSCode extensions (such as [Vale](#)) for Markdown linting and preview, enhancing documentation quality.
- Maintained documentation using a 'docs-as-code' workflow in Git to ensure version control and collaboration.
- Leveraged AI tools for content generation and optimization.
- Not a complete and comprehensive list of API endpoints; just a sampling of them for documentation practice.

### **PET STORE API DOCUMENTATION**

**Tools Used:** Swagger, OpenAPI, GitHub, JSON, VS Code, Vale

Dec. 2024 - Present

**Project Overview:** Adopted the user persona of a technical writer/documentarian at a fictional Pet Store and created user-friendly API documentation.

- Tested OpenAPI endpoints generated by Swagger, ensuring accurate and reliable responses.
- Initial drafting of the document was done in MS Word, but subsequent updates and fixes were drafted and pushed to the repository Wiki using VSCode.
- Leveraged VSCode extensions (such as [Vale](#)) for Markdown linting and preview, enhancing documentation quality.
- Maintained documentation using a 'docs-as-code' workflow in Git to ensure version control and collaboration.
- Leveraged AI tools for content generation and optimization.

### **USING WRITAGE TO WRITE AND EDIT A GITHUB WIKI PAGE DIRECTLY FROM MICROSOFT WORD**

**Tools Used:** Writage, MS Word, GitHub, Markdown, Snagit, VSCode, Vale

Jan. 2025 - Present

**Project Overview:** Utilized Writage to seamlessly integrate MS Word with GitHub, enabling direct editing of Wiki pages. Ideal for starting Technical Writers.

- Created and formatted documentation in MS Word, leveraging its advanced editing features.
- Employed Snagit for capturing and annotating screenshots, enhancing visual documentation.
- Utilized VSCode for finalizing and pushing changes to the GitHub repository.
- Leveraged AI tools for content generation and optimization.
- Example of a Standard Operating Procedure (SOP) document created using this workflow.