PEDRO VEGA
TECHNICAL WRITER
CONTENT DESIGNER
UX WRITER

CONTACT
vega.pedro96@gmail.com

(347) 805-5251

linkedin.com/in/pvega62/

New York, NY

SUMMARY

- Technical & UX Writer who reduced customer support inquiries by 25% by authoring 150+ user manuals.
- Cut documentation production time by 40% by designing and implementing new document templates.
- Key UX Writing contributor for a new product, writing intuitive microcopy for the complete onboarding flow and co-authoring the company style guide.
- Proficient in Docs-as-Code (Git, VSCode), API Documentation (Postman, Swagger) and fluent in Spanish.
- **Portfolio:** https://pvega62.github.io/

RELEVANT EXPERIENCE

UX WRITER, CULANGEX
Dec 2024 - Present
Remote

- Contribute to crafting the end-to-end user journey by writing intuitive microcopy for the initial product launch, including the complete onboarding flow, tooltips, and all success and error states.
- Collaborate with a team of UX writers, designers, and marketers to co-author the company's first comprehensive style guide, defining a consistent brand voice and ensuring content meets WCAG accessibility standards.
- Serve as a key member of the Spanish localization team, partnering with language experts to translate all user-facing content and position the product for a successful launch in Spanish-speaking markets.
- Work with stakeholders to translate complex product features into a compelling narrative for the investor pitch deck, helping to articulate the company's vision and secure buy-in.
- Embed with the agile development team to manage UI text, advocate for user-centric language, and ensure seamless content integration throughout the development lifecycle.

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%.
- Improved product support and accessibility for existing LATAM markets by translating 25+ technical documents into Spanish.
- Leveraged Adobe Suite tools (InDesign, Illustrator) to design packaging materials, ensuring compliance with branding guidelines.
- 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 BORGEN 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.

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 & API Documentation

- **Methodologies:** Docs-as-Code, API Documentation (REST, OpenAPI), MCP (Model Context Protocol) Integration, Information Architecture (IA), Process Documentation
- **Tools:** Git (GitHub, GitLab), CLI (Command Line), VSCode, Postman, Swagger, Confluence, Jira, Notion, Docusaurus

UX Writing & Content Design

- **Skills:** UX Writing, Microcopy, Content Design, UX Research, Wireframing, Prototyping, Accessibility (WCAG)
- **Tools:** Figma, SnagIt

Technical Stack & AI

- **Languages:** HTML, CSS (Bootstrap), JavaScript, Markdown
- **AI Workflow:** GitHub Copilot, GitLab Duo, Gemini, GPT, Cline

Additional Skills & Languages

- **Content:** SEO Optimization, Document Translation, AP Style
- **Software:** Adobe Suite (InDesign, Illustrator, Acrobat), Madcap Flare
- **Languages:** Fluent in Spanish, Intermediate in French

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

DATA PIPELINES DOCUMENTATION

Tools Used: Docusaurus, Markdown, GitHub, VSCode, Mermaid, Vale, Postman
Nov. 2025-Present

Project Overview: Created a fully structured documentation set simulating a real-world observability platform, including conceptual docs, API references, architecture diagrams, and a guided ingestion workflow.
- Created a 3-part documentation suite (concept, API reference, how-to guide) modeling a real observability pipeline and developer workflow.
- Built and published the docs using **Docusaurus**, GitHub, and Markdown, applying Docs-as-Code best practices and Vale style linting.
- Developed **Mermaid + ASCII diagrams** explaining ingestion, processing, and routing flows for distributed systems.
- Produced validated API examples using **Postman** and **JSON** to demonstrate realistic ingestion and routing scenarios.

STRIPE REST API DOCUMENTATION SAMPLE

Tools Used: Docusaurus, Postman, GitHub, Markdown, VSCode, Vale, REST API
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.
- Authored and maintained all documentation as Markdown files directly in **VSCode**, using **Git** for version control and extensions like **Vale** for content linting.
- Leveraged AI tools for content generation and optimization.

PET STORE OPENAPI/SWAGGER DOCUMENTATION

Tools Used: Docusaurus, 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.
- Authored and maintained all documentation as **Markdown** files directly in **VSCode**, using **Git** for version control and extensions like **Vale** for content linting.
- Leveraged AI tools for content generation and optimization.

SOP: MS WORD TO GITHUB WIKI WORKFLOW

Tools Used: Writage, MS Word, GitHub, Markdown, Snagit, VSCode, Vale
Jan. 2025 - Present

Project Overview: Authored a detailed Standard Operating Procedure (SOP) for non-technical users, documenting a workflow for editing GitHub Wiki pages directly from MS Word via the Writage add-in.
- 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.

RECORDKEEPING WEBSITE

Tools Used: HTML, CSS, Bootstrap, JavaScript, GitHub
Jul. 2025 – Sep. 2025

Project Overview: Developed "Recordkeeping". A user-friendly digital catalog website for a record collection. Focusing on intuitive navigation and accessibility.
- Leveraged **JavaScript** to build interactive features, such as a playback function for featured tracks.
- **Implemented a UX feedback loop**: Conducted user testing to gather feedback, then iterated on the design to improve navigation pathways and accessibility.
- **Managed a modern front-end workflow:** Utilized Git for version control and VSCode for development, implementing responsive design to ensure compatibility across all devices.