

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.

My portfolio, featuring API documentation, user guides, and UX writing samples and case studies, is available for review at <https://pvega62.github.io/portfolio>.

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%.
- 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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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 GitHub 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, 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.
- 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.