

SAMPO SAVOLAINEN

Technical Writer

Profile

Technical writer and language professional with skills in programming and NLP. Recently immigrated to the US from Finland (green card holder). Looking for opportunities where I can use my documentation and technical skills to make content more understandable and help users focus on what they want to get done.

Contact

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<https://www.linkedin.com/in/samsav/>

<https://github.com/samsav>

Education

University of Tampere, B.A. (2017)

- B.A. in English Translation
- Module in Technical Communication

University of Helsinki, M.A. studies, 90/120 credits completed (2017–2019)

- Majoring in language technology and natural language processing
- Left to begin work in the industry

Experience

Technical Writer, Rightware (Feb 2023 – Aug 2023)

- Wrote and maintained how-to guides, reference materials, and tutorials for [Kanzi One](#)
- As part of a documentation team, improved documentation style and guidelines, reviewed and gave feedback on team members' work
- Improved Python scripts that automatically add code snippets to the documentation
- Docs-as-code, Sphinx, reStructuredText

Technical Writer, Smartly.io (Jun 2019 – Jun 2022)

- As the company's first technical writer, took ownership of the help content for one of the world's largest [SaaS digital advertising platforms](#)
- Wrote, edited, and maintained documentation hosted via Zendesk Guide
- Improved writing guidelines and processes for creating and structuring help content
- Worked with product development in planning and creating new content
- Created [Python scripts](#) for gathering analytics and reporting on the help content via Zendesk APIs
- Zendesk, Git, Python, Unix

Research Assistant, University of Tampere (Oct 2016 – Aug 2017)

- Assisted in developing [MurMurs](#), a concept for playful and interactive office furniture
- Conducted user testing in locations in Finland and the USA and summarized results to inform the design
- Background research, copywriting, proofreading, and translating