STELIANA VASSILEVA

SENIOR TECHNICAL WRITER

Portfolio @ steliana-vassileva.netlify.app

CERTIFICATIONS

Certified UX Writer
UX Content Collective | 2022

EDUCATION

Master of Applied Science, Information & Communications Technology, Web Design & Development, University of Denver 2010 - 2013

Bachelor of Arts, Communications, Broadcast Journalism, Goucher College 2000 - 2004

SKILLS

Technical writing: Developer documentation, tutorials, user guides, release notes, API and SDK documentation, release notes, UI/UX writing, information architecture

Tools and platforms: Command-line Git, cURL GitHub, static site generators, Hugo, Jekyll, Gatsby, Markdown, MDX, Swagger (OpenAPI), Postman, Docker, Linux

Languages and formats: HTML, CSS, JavaScript, JQuery, React, PL/SQL, Python, JSON, YAML

Other: VS Code, Confluence, Jira, MS Office Suite, WordPress, Drupal, Adobe Creative Suite, Premiere Pro, Final Cut Pro, SnagIt, Camtasia, Oracle SQL Developer, SQL Server Management Studio, Tableau, CI/CD, AWS, Azure

PROFILE

Senior Technical Writer with 7+ years of experience creating user and developer documentation, API and SDK references, UI copy, and tutorials for SaaS, cloud platforms, and on-premise software. Skilled in docs-as-code workflows, static site generators, Git-based version control, and Agile environments. Passionate about user-centered content that improves onboarding and reduces support load.

RELEVANT EXPERIENCE

TECHNICAL WRITER AND SENIOR TECHNICAL WRITER
WOWZA MEDIA SYSTEMS | REMOTE | DEC 2022 - PRESENT

- Lead documentation efforts for Wowza Streaming Engine and Wowza Flowplayer
- Write clear, concise, and accurate documentation for APIs, SDKs, and developer portals
- Collaborate cross-functionally with engineering, product management, QA, and support teams to plan and deliver high-quality technical content
- Plan documentation for new product features, updates, or deprecations
- Manage documentation for multiple product releases using Git, Markdown, and branching strategies
- Develop and maintain scalable documentation sites using static site generators, CI/CD pipelines, and documentation as code
- Attend sprint planning and demos to stay informed on product developments
- Design and maintain the structure and navigation of documentation sets
- Monitor support requests to improve content relevance and usability
- Conduct content audits to identify gaps, redundancies, or outdated material
- Help to automate documentation processes and workflows to create efficiencies
- Write UI/UX copy or embedded help content to support a cohesive product voice
- Help other writers with content reviews

TECHNICAL WRITER
STRONGDM | REMOTE | MAY 2022 - NOV 2022

- Wrote and reviewed software documentation for new and existing features
- Created technical guides, tutorials, and release notes
- Worked with engineers and product to understand and describe system usage
- Set up and maintained static Hugo site while managing documentation as code
- Use GitHub for code maintenance, issue tracking, and deployment
- Use Confluence and Jira to collaborate and manage documentation projects

TECHNICAL WRITER
RITTER INSURANCE MARKETING | HARRISBURG, PA | JUL 2018 - MAY 2022

- Managed software documentation efforts
- Developed static Hugo site and managed documentation as code
- Used GitHub for code maintenance, issue tracking, and deployment
- Worked with engineers to understand and describe system usage
- Created technical guides, videos, tutorials, and release notes
- Helped to write effective UI text for applications
- Supported QA efforts by helping validate features and report issues

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AWARDS

Member Phi Beta Kappa Honor Society | Goucher College

Recipient Gladys M. Dorsey '26 Memorial Award | Goucher College

Recipient National Press Photographers Association Regional Awards | CBS 21

LANGUAGES

English | Fluent
Bulgarian | Native
Spanish and Russian | Basic

PROJECTS

Society for Technical Communication
Member 2019 - 2020

Big Brothers Big Sisters
Volunteer 2018 - 2020

Horn Farm Center
Volunteer/Graphic Designer
2009 - 2012

Hispanic Apostolate
Volunteer/ESL Tutor 2001 - 2004

REFERENCES

AVAILABLE UPON REQUEST

RELEVANT EXPERIENCE (CONTINUED)

INFORMATION SYSTEMS ANALYST

UPMC PINNACLE | HARRISBURG, PA | JUL 2017 - JUL 2018

- Provided technical project support for HR information systems
- Created SQL reports and queries for data analysis
- Coordinated system upgrades and new implementations
- Created software user manuals and formal process documentation
- Managed data exchanges between PeopleSoft and external systems
- Developed test plans, completed testing, and provided technical support

TECHNICAL BUSINESS ANALYST

HARRISBURG AREA COMMUNITY COLLEGE | HARRISBURG, PA | JUN 2014 - JUL 2017

- Provided technical project support for HR information systems
- Created management reports using Argos reporting platform
- Wrote PL/SQL programs to deliver technical, automated solutions to internal business challenges
- Created business and software documentation for Banner ERP system usage
- Managed data exchanges between Banner and external systems
- Coordinated upgrades and created test plans for new releases
- Managed access and security for Banner HR module
- Ensured data integrity within Banner HR/Payroll modules

APPLICATION SUPPORT ENGINEER II

CAPITAL AREA INTERMEDIATE UNIT | HARRISBURG, PA | APR 2013 - JUN 2014

- Provided customer service and Tier II technical support
- Delivered training and onsite support to clients statewide
- Supported QA efforts by helping validate features and report issues
- Set up and operated equipment for live streaming of events
- Shot and edited videos to promote events

TECHNOLOGY PROJECT COORDINATOR

CAPITAL AREA INTERMEDIATE UNIT | HARRISBURG, PA | MAR 2012 - MAR 2013

- Provided support during software project implementations
- Assisted with requirements gathering and documentation
- Conducted testing of application changes and documented issues
- Created software documentation for system usage
- Provided application support, maintenance, and troubleshooting services

PREVIOUS EXPERIENCE

BROADCAST PRODUCTION ROLES

CBS 21, WBOC, WJZ, SINCLAIR BROADCAST GROUP | MD and PA | 2004 - 2008

- Shot, edited, and produced daily news segments under tight deadlines
- Collaborated with reporters and producers to shape clear, engaging new stories
- Wrote news copy and managed web content updates for live newscasts
- Operated equipment for live broadcasts and pre-recorded programming