

# STELIANA VASSILEVA

## SENIOR TECHNICAL WRITER

Portfolio @ [steliana-vassileva.netlify.app](https://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

ITTER 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
- Participated in quality assurance testing efforts

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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
- Participated in quality assurance testing efforts
- 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