

STELIANA VASSILEVA

TECHNICAL WRITER

CERTIFICATIONS

Certified UX Writer
UX Content Collective | 2022

EDUCATION

**Master of Applied Science,
Information & Communications
Technology**
Concentration in Web Design &
Development

University of Denver
2010 - 2013

Bachelor of Arts, Communications
Concentration in Radio and TV
Broadcasting/Journalism

Goucher College
2000 - 2004

SKILLS

Command-line Git, GitHub, static
site generators, Hugo, Markdown,
HTML, CSS, JavaScript, Postman,
Docker, Visual Studio Code

Adobe Creative Suite, Premiere Pro,
Final Cut Pro, SnagIt, Camtasia

PL/SQL, Oracle SQL Developer, SQL
Server Management Studio

MS Office Suite

WordPress and Drupal

PROFILE

Documentarian with a passion for writing software documentation that
empowers users

RELEVANT EXPERIENCE

TECHNICAL WRITER

RITTER INSURANCE MARKETING | HARRISBURG, PA | JUL 2018 - PRESENT

- Write and manage software documentation
- Develop static Hugo site and manage Docs as Code
- Use GitHub for code maintenance, issue tracking, and deployment
- Work with engineers to understand and describe system usage
- Create technical guides, videos, tutorials, and release notes
- Help to write effective UI text for applications
- Participate in quality assurance testing efforts

INFORMATION SYSTEMS ANALYST

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

- Performed technical, analytical, and project management duties to support 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 and completed testing
- Provided technical support to end users

TECHNICAL BUSINESS ANALYST

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

- Performed technical, analytical, and project management duties to support 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

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TECHNICAL WRITER

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 (minor
degrees)

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)

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 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

EXECUTIVE ASSISTANT

CHARON SERVICES, LLC | YORK, PA | NOV 2008 - MAR 2012

- Organized company events and served as point of contact
- Designed promotional materials and sent out press releases

PHOTOJOURNALIST

CBS 21 | HARRISBURG, PA | FEB 2006 - NOV 2008

- Filmed and edited daily news assignment, set up live shots

PHOTOJOURNALIST

WBOC | SALISBURY, MD | JUN 2005 - FEB 2006

- Filmed and edited daily news assignments, set up live shots

ASSOCIATE PRODUCER

WJZ | BALTIMORE, MD | MAY 2004 - JUN 2005

- Wrote copy for four daily newscasts and updated web content

PRODUCTION ASSISTANT

SINCLAIR BROADCAST GROUP | BALTIMORE, MD | 2004 - 2005

- Edited video for daily newscasts
- Operated studio equipment during newscasts