

VERONICA STAROVOIT

Technical Documentation Expert

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veronicastarovoit.com

Seattle, WA or Remote

SUMMARY

Seasoned technical writer with experience in the regulatory, software, and hardware industries. Skilled in mentoring writers, working in high-paced, ambiguous environments, and developing content programs from scratch.

EXPERIENCE

Sr. Technical Writer

Amazon

11/2015 - 12/2023

- Established and led the documentation programs for Amazon's autonomous drone (2020-2023), COVID-19 testing station (2020), and advertising software (2015-2019) divisions.
- Delivered multiple scalable, AI-powered content management solutions ranging from docs-as-code static site generators to commercial authoring tools like MadCap, depending on project needs.
- Followed and contributed to company style guidelines and regulatory standards like P135, iSpec 2200/2300, and Simplified Technical English.
- Produced a wide array of technical content including maintenance and assembly instructions, safety protocols and health procedures, software and firmware developer guides, IT operational instructions, and UI microcopy.
- Collaborated closely with cross-functional teams including product managers, engineers, UX designers, and subject matter experts to gather information and ensure accuracy in content.

Sr. Technical Writer

Pearson

02/2012 - 11/2015

- Wrote and reviewed documentation including but not limited to: context-sensitive web help, user guides, release notes, in-product UI, and developer-oriented API guides for RESTful web services.
- Spearheaded initiatives to convert help to HTML5/docs-as-code, created a new support landing page on all Pearson Schoolnet sites, user tested help, and connected analytics and survey capabilities.
- Documented release activities by participating in daily scrums and other Agile meetings.
- Worked closely with developers, testers, and others during these meetings to ensure products were well-documented.

Technical Writer

Geosoft

04/2011 - 03/2012

- Developed and maintained various instructional materials for natural resource engineering audiences including online help systems, manuals, how-to guides, product descriptions, release notes, and videos.
- Single-sourced and packaged documentation using MadCap's Suite to prepare it for translation, saving over \$15k through single-sourcing.
- Launched Geosoft's first social media program.
- Maintained Geosoft's social networking presence on sites like Wikipedia, Facebook, and YouTube.

Technical Writer (Project)

IBM

10/2010 - 12/2010

- Authored a user guide in cooperation with IBM's Software Lab.
- Interacted with software developers, system architects, and fellow technical writers to scope requirements and complete the guide.
- Used Arbortext software and DITA XML to generate help content.

EXPERIENCE

Writer (Freelance)

Demand Media

01/2010 - 12/2010

- Instructional articles published on [livestrong.com](#), [ehow.com](#), and other sites including "How to Create a Search Engine" and "What to do in the Irish Midlands".
- Used modular writing practices by creating About (concept), How to (task) and Fact Sheet (reference) articles.

EDUCATION

Certificate in Data Analytics

General Assembly

📅 2018

Certificate in Web Development

New York University

📅 2012 - 2013

Certificate in Technical Communications

Seneca College

📅 2011

Bachelor of Arts in English and Professional Writing

York University

📅 2006 - 2010

LANGUAGES

English

Native



Russian

Advanced



SKILLS

Agile

APIs

Content Strategy

CSS

Data Visualization

DITA

FrameMaker

Firmware

Git

Google Analytics

HTML

Information Architecture

JavaScript

MadCap

Markdown

OxygenXML

Postman

Python

RESTful Web Services

Ruby

SQL

Swagger

Tableau

Translation/Localization

User Research

UI/UX Writing

XML