# VERONICA STAROVOIT
## Technical Content Expert

@ starovoitv@gmail.com   www.veronicastarovoit.com   Seattle, WA or Remote

## SUMMARY

Seasoned technical writing professional with over 10 years' experience managing high-quality documentation across diverse domains like software, hardware, and healthcare. Skilled in mentoring writers, working in high-paced, ambiguous environments, and learning the latest technologies to continually improve author workflows and user experiences.

## EXPERIENCE

### Senior 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-enhanced content management solutions, ranging from self-built docs-as-code static site generators to commercial authoring tools like Oxygen XML and MadCap, depending on project needs.
- Created and contributed to company style guides and followed industry standards like iSpec 2200/2300 and Simplified Technical English. Used automated editorial assistance and controlled language checkers where possible.
- Produced a wide array of technical content including API guides, maintenance and assembly instructions, safety protocols, user manuals, and UI microcopy.
- Delivered what the Federal Aviation Administration called "the most complete documentation program out of all submissions" in order to certify drone delivery (Part 135 and USC 44807).
- Ensured freshness and accuracy in content by collaborating with cross-functional teams including product managers, engineers, UX designers, regulators, and subject matter experts.

### Senior Technical Writer
**Pearson**

📅 03/2012 - 11/2015

- Wrote and reviewed documentation including context-sensitive web help, user guides, release notes, in-product copy, and developer-oriented API guides for RESTful web services.
- Spearheaded initiatives to convert legacy help to HTML5/docs-as-code, created a new support landing page on Pearson Education sites, user tested help, and connected analytics and survey capabilities.
- Documented release activities by participating in and running Agile project meetings.
- Worked closely with developers, testers, and other cross-functional teams to ensure Pearson Education software across several product lines were well-documented.

### Technical Writer
**Geosoft**

📅 04/2011 - 03/2012

- Increased user engagement by creating and maintaining instructional materials for natural resource engineering audiences including online help systems, manuals, product descriptions, release notes, and training videos.
- Single-sourced and packaged documentation using MadCap's Tech Comm Suite, saving over $15k USD in translation costs through word reduction.
- Launched Geosoft's first social media program, expanding its presence on Wikipedia, Facebook, and YouTube.

## EDUCATION

### Certificate in Data Analytics
**General Assembly**

📅 2018

### Certificate in Web Development
**New York University**

📅 2012 - 2013

### Certificate in Technical Communications
**Seneca College @ York University**

📅 2011

### Bachelor of Arts in English and Professional Writing
**York University**

📅 2006 - 2010

## LANGUAGES

**English**
Native
●●●●●

**Russian**
Intermediate
●●○○○

## SKILLS

| Oxygen XML | DITA | Content Strategy |

| Big Data Analytics | Data Visualization |

| Tableau | FrameMaker | MadCap | CSS |

| HTML | XML | JavaScript |

| Git and GitHub | Linux | Markdown |

| Agile Methodologies |

| Program Management | Editing | Python |

| RESTful Web Services | SQL | APIs |

| Localization | User Research |

| Accessibility | Content Design |

| Information Architecture |

| AI-Generated Content | Translation |