VERONICA STAROVOIT

Seattle, WA or US Remote ★ veronicastarovoit.com

SUMMARY

Senior technical writing professional with 13+ years' experience producing high-quality content across diverse industries. Skilled in mentoring writers, developing comprehensive content programs from scratch, and improving user experiences. Passionate about building content experiences that empower customers to adopt innovative products.

SKILLS

Technical Communication: Help centers, content strategy, information architecture, editing, translation, single-sourcing, developer documentation.

Content Management Systems: Static site generators (Hugo, Jekyll), Oxygen XML, XMetaL, Doxygen, MadCap, Framemaker.

Content Design: UI/UX writing, UX design principles, user research, error messages, tooltips, marketing pages, voice and tone.

Data Analytics: SQL, Excel, Tableau, Google Analytics, data visualization.

Web and Software Development: HTML, CSS, DITA, Git, Markdown, APIs, Postman, Swagger, JavaScript (ES6+), Ruby, Python.

EXPERIENCE

Sr. Technical Writer / Amazon
November 2015 – Present

- Established and led the documentation programs in Amazon's drone (2019-present), COVID-19 testing station (2020), and advertising (2015-2019) divisions.
- Delivered multiple scalable 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, 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 Education
February 2012 – November 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, create a new support landing page on all Pearson Schoolnet sites, add glossaries, user test help, and connect analytics and survey capabilities to help.
- 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 Inc.
April 2011 – March 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. Saved over $15k through single-sourcing.
- Launched a social media program. Maintained Geosoft's social networking presence on sites like Wikipedia, Facebook, and YouTube.

Technical Writer (Project) / IBM
October 2010 – December 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.

Writer (Freelance) / Demand Media
January 2010 – December 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
2010-2011

Bachelor of Arts in English and Professional Writing / York University
2006-2010