

VERONICA STAROVOIT

Technical Content Expert

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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, healthcare, and regulatory compliance. 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, open source software documentation, maintenance and assembly instructions, 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

SKILLS

Content Strategy

DITA

Oxygen XML

Big Data Analytics

Data Visualization

FrameMaker

MadCap

CSS

HTML

XML

JavaScript

Git and GitHub

Linux

Markdown

Agile Methodologies

Program Management

APIs

Python

RESTful Web Services

SQL

Translation

Localization

User Research

Accessibility

Content Design

Figma

Information Architecture

AI-Generated Content

Editing

LANGUAGES

English

Native



Russian

Intermediate

