VERONICA STAROVOIT

Technical Content Expert

starovoitv@gmail.com   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 OxygenXML, 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 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.

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
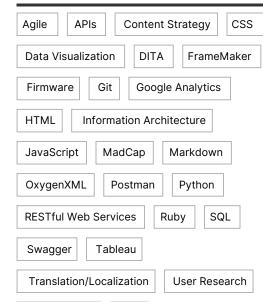📅 2006 - 2010

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