

VERONICA STAROVOIT

Technical Content Expert

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

SUMMARY

Technical writer and knowledge manager with over 10 years of experience. Skilled at mentoring writers, data-driven decision-making, and integrating the latest technologies to improve author workflows and user experiences. Seeking an opportunity to contribute to the development of inspiring technology through writing.

WORK EXPERIENCE

Senior Technical Writer

Amazon 11/2015 - 12/2023

- Created and led the documentation teams for autonomous delivery drones (2020-2023) and programmatic advertising software (2015-2019).
- Defined the role and career leveling guidelines still used by all technical writers creating content for STEM audiences across Amazon.
- Delivered what the Federal Aviation Administration called "the most complete drone documentation program out of all submissions" to certify drone delivery (Part 135 and USC 44807).
- Implemented multiple scalable, AI-enhanced content management solutions enabling content reuse, translation, and streamlining multi-channel publication of large information sets.
- Published external and internal content including API guides with coding samples, open source software documentation, maintenance and assembly instructions, technical illustrations, user knowledge bases, and UI microcopy.

Senior Technical Writer

Pearson 03/2012 - 11/2015

- Published content used by educators and software developers including context-sensitive web help, user guides, release notes, in-product copy, and API guides for RESTful web services.
- Modernized legacy content to docs-as-code for deeper developer contributions.
- Conducted focused user testing on knowledge centers and designed always-on analytics and survey capabilities.
- Helped design and launch a new technical support landing page and documentation portal for all Pearson Education K-12 software sites.
- Worked closely with developers, designers, and other cross-functional stakeholders to ensure content completeness and accuracy across several product lines with varying release schedules.

Technical Writer

Geosoft 04/2011 - 03/2012

- Created instructional and marketing materials for natural resource engineering audiences including online help systems, manuals, product descriptions, release notes, and training videos.
- Single-sourced and localized content into several global markets 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

Certificate in Web Development

New York University

Certificate in Technical Communications

Seneca College @ York University

Bachelor of Arts in English and Professional Writing

York University

SKILLS

Technical Writing		Editing		
Content Design		AI-Generated Content		
MadCap	Oxygen XML	FrameMaker		
DITA	XML	HTML5	CSS3	
Markdown	JavaScript	jQuery	Git	
PHP	Python	SQL	MySQL	APIs
Docker	REST	Docs-as-Code		
Big Data Analytics		Data Visualization		
Relational Databases		ATA iSpec 2200/2300		
Simplified Technical English		Localization		
Style Guides		Document Migration		
Technical Illustrations		Training		
Accessibility		508 Compliance		
Regulatory Compliance				
Product Marketing		Agile		
Project Management				