VERONICA STAROVOIT

Technical Content Expert

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SUMMARY

Seasoned technical writing professional with experience managing high-quality content across diverse domains like software, hardware, healthcare, and regulatory compliance. Skilled in mentoring writers, working in high-paced, ambiguous environments, and learning and integrating 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 teams 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 documentation and content design 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 with coding samples, open source software documentation, maintenance and assembly instructions, technical illustrations, user manuals, and UI microcopy.
- Delivered what the Federal Aviation Administration called "the most complete drone 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

- Created 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 using Atlassian JIRA.
- 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 | Content Design | DITA

Oxygen XML | FrameMaker | MadCap

CSS | HTML | XML | JavaScript

jQuery | Git | GitHub | Markdown

Python | Agile | Training

Project Management | APIs

Docs-as-Code | RESTful Web Services

Big Data Analytics | Data Visualization

SQL | Relational Databases | AWS

Translation | Localization

Usability Testing | Accessibility | Figma

Information Architecture

AI-Generated Content | SEO | Editing