

# VERONICA STAROVOIT

Technical Content Expert

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Seattle, WA or Remote

## SUMMARY

Seasoned technical writer with experience producing high-quality documentation across diverse domains like software, hardware, healthcare, and AI. 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 that resulted in increased content productivity for authors and contributors. Solutions ranged from self-built docs-as-code static site generators to commercial authoring tools like OxygenXML and Atlassian, depending on project needs.
- Followed and contributed to content style guides and regulatory standards like P135, iSpec 2200/2300, and Simplified Technical English. Used automated editorial assistance where possible.
- Produced a wide array of technical content including API guides, maintenance and assembly instructions, safety protocols, user manuals, and UI microcopy.
- Collaborated with cross-functional teams including product managers, engineers, UX designers, and subject matter experts to gather information and ensure freshness and accuracy in content.

### 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 products 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

## LANGUAGES

### English

Native



### Russian

Intermediate



## SKILLS

OxygenXMLDITAContent Strategy

Big Data AnalyticsData Visualization

TableauFrameMakerMadCapCSS

HTMLXMLJavaScriptGit

MarkdownAgile

Program ManagementPython

RESTful Web ServicesSQLAPIs

LocalizationUser Research

Content DesignInformation Architecture

AI-Generated ContentTranslation