



# Yelena Varabyeva

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yelenavrb.github.io/portfolio

in/yelenavarabyeva/  
 Minsk, Belarus

## Experience

01.2023  
now

### Multilogin ● Technical writer ● Full time

- creating and maintaining a client facing knowledge base, including technical user guides and chatbots
- writing internal policies, documenting procedures and organizing them into an easy-to-navigate system to improve processes within the team
- creating and localizing UX, web content and marketing materials

02.2021  
01.2023  
(2y)

### Multilogin ● Technical writer ● Part time

- creating a style guide for all client facing documentation and ensuring consistent and high-quality standards are maintained
- creating and localizing UX, web content and marketing materials

11.2020  
01.2023  
(2y 3m)

### Multilogin ● Technical support specialist ● Full time

- technical support via chats, emails, and remote connection
- employee training and mentoring

11.2018  
05.2019  
(7m)

### TouchSupport ● Documentation specialist ● Part time

- creating training manuals and user guides
- updating internal documentation and procedures

07.2017  
05.2019  
(1y 10m)

### TouchSupport ● Linux support technician (Level 2) ● Full time

- technical support via calls, chats and emails
- initial server setup and configuration (Windows & Linux)
- webhosting troubleshooting (domain management, logs, emails, ports, DNS, service monitoring, account migrations)
- employee training and mentoring

## Hard skills

- Knowledge management
- Technical translation & localization
- Web content & UX writing
- Confluence, Notion, Miro, Jira, HelpDocs
- Photoshop, basic HTML & CSS
- WHM/cPanel, command line, basic scripting
- Linux/Windows server deployment, webhosting troubleshooting

## Soft skills

- Strong research & information-gathering skills
- Excellent interpersonal & customer service skills
- Ability to explain complex technical concepts in simple terms
- Attention to detail and ability to produce high-quality work
- Ability to understand and work with technical subject matter experts

## Education

Minsk State Linguistic University

Bachelor of Intercultural communication in Technical translation