



# Yelena Varabyeva

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 Minsk, Belarus

## Experience

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| 01.2023<br>now                 | <b>Multilogin ● Technical writer ● Full time</b><br>- creating and maintaining a client facing knowledge base, including technical user guides and chatbots<br>- writing internal policies, documenting procedures and organizing them into an easy-to-navigate system to improve processes within the team<br>- creating and localizing UX, web content and marketing materials |
| 02.2021<br>01.2023<br>(2y)     | <b>Multilogin ● Technical writer ● Part time</b><br>- creating a style guide for all client facing documentation and ensuring consistent and high-quality standards are maintained<br>- creating and localizing UX, web content and marketing materials  |
| 11.2020<br>01.2023<br>(2y 3m)  | <b>Multilogin ● Technical support specialist ● Full time</b><br>- technical support via chats, emails, and remote connection<br>- employee training and mentoring  |
| 11.2018<br>05.2019<br>(7m)     | <b>TouchSupport ● Documentation specialist ● Part time</b><br>- creating training manuals and user guides<br>- updating internal documentation and procedures  |
| 07.2017<br>05.2019<br>(1y 10m) | <b>TouchSupport ● Linux support technician (Level 2) ● Full time</b><br>- technical support via calls, chats and emails<br>- initial server setup and configuration (Windows & Linux)<br>- webhosting troubleshooting (domain management, logs, emails, ports, DNS, service monitoring, account migrations)<br>- 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

2012 Minsk State Linguistic University  
2017 Faculty of Intercultural Communications