


Yelena
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 in/yelenavarabyeva/
 Minsk, Belarus

Experience

01.2023
now
Multilogin ● Technical writer
- *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
- *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)
- *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