





YELENA
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 Minsk, Belarus

EXPERIENCE

01.2023
now

MULTILOGIN | SENIOR TECHNICAL WRITER, UX WRITER

- Built and maintained a 260+ article **user knowledge base** in 5 languages
- Managed **product localization** in 5 languages, ensuring terminology consistency for 35K+ words
- Created multilingual **release notes** to keep users updated
- Designed PDF **lead magnets** covering product use cases
- Produced feature-based **product videos** to boost user engagement
- Wrote and managed **system emails**, coordinating translations and style
- Owned all **UX microcopy**, ensuring clarity and usability
- Designed **AI chatbots** with product knowledge to reduce support load
- Maintained **internal docs** to keep teams aligned and efficient
- Developed content standards and **style guides** for docs and microcopy
- **Managed, mentored, and onboarded** junior knowledge managers

10.2020
01.2023

MULTILOGIN | TECHNICAL SUPPORT SPECIALIST

- Provided **technical support** via chat, email, and remote connections
- **Trained, mentored, and onboarded** support team members
- Developed **style guides** for all user-facing documentation
- Created and localized **UX microcopy, help content, and marketing materials**

18.2017
05.2019

TOUCHSUPPORT | TECHNICAL SUPPORT SPECIALIST

- Provided **technical support** via phone, chat, and email
- Deployed and set up **servers** (CentOS, Ubuntu, Debian, Windows)
- Resolved **web hosting issues** including domains, emails, ports, DNS, Bash, logs, monitoring, and account migrations
- **Trained, mentored, and onboarded** support team members
- Created **training manuals and user guides**
- Updated **internal documentation** and procedures

TOOLS

- **Documentation:** Confluence, Notion, Helpdocs, Helpjuice
- **Collaboration:** Jira, Miro, MS Office
- **Design & UX:** Figma, Adobe Photoshop, Arcade, Canva
- **Content & localization:** CrowdIn, WordPress, StoryBlok
- **Communication:** SendGrid, LiveChat

CONTENT TYPES

- **User-facing content:** knowledge bases, AI chatbots, user guides, release notes, FAQs, error messages, system emails, feature-based videos, PDF lead magnets
- **Internal & training content:** policies and procedures, onboarding flows, training materials and manuals
- **Style & interactive content:** style guides and templates, quizzes, surveys, and feedback forms

EDUCATION

MINSK STATE LINGUISTIC UNIVERSITY
Bachelor of intercultural communication in technical translation

BASIC SKILLS

- **Programming & markup:** Python, HTML, XML, DITA
- **Tools & development:** API, Git

CORE SKILLS

- **Content strategy & planning**
- **Information architecture**
- **UX writing & microcopy**
- **Peer review & quality assurance**
- **Content optimization & SEO**

LANGUAGES

- English: C1
- Russian: native