

# VERONICA STAROVOIT

## Technical Content Expert

@ starovoitv@gmail.com    www.veronicastarovoit.com    Seattle, WA or Remote

### SUMMARY

Technical writer and content manager with over 10 years of experience. Skilled at mentoring writers, data-driven decision-making, and integrating the latest technologies to continually improve author workflows and user experiences. Seeking an opportunity to contribute to the development of inspiring technology.

### WORK EXPERIENCE

#### Senior Technical Writer

Amazon    11/2015 - 12/2023

- Created and led the documentation teams for autonomous drones (2020-2023), COVID-19 testing (2020), and programmatic advertising software (2015-2019).
- Defined the role and career leveling guidelines still used by all technical writers creating content for STEM audiences across Amazon.
- Delivered what the Federal Aviation Administration called "the most complete drone documentation program out of all submissions" to certify drone delivery (Part 135 and USC 44807).
- Implemented multiple scalable, AI-enhanced content management solutions enabling content reuse, translation, and streamlining multi-channel publication of large information sets.
- Produced a variety of content including API guides with coding samples, open source software documentation, maintenance and assembly instructions, technical illustrations, user knowledge bases, and UI microcopy.

#### Senior Technical Writer

Pearson    03/2012 - 11/2015

- Published content used by educators and software developers including context-sensitive web help, user guides, release notes, in-product copy, and API guides for RESTful web services.
- Modernized legacy content to docs-as-code for deeper developer contributions.
- Conducted focused user testing on knowledge centers and designed always-on analytics and survey capabilities.
- Helped design and launch a new technical support landing page and documentation portal for all Pearson Education K-12 software sites.
- Worked closely with developers, designers, and other cross-functional stakeholders to ensure content completeness and accuracy across several product lines with varying release schedules.

#### Technical Writer

Geosoft    04/2011 - 03/2012

- Created instructional and marketing materials for natural resource engineering audiences including online help systems, manuals, product descriptions, release notes, and training videos.
- Single-sourced and localized content into multiple global markets 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

#### Certificate in Web Development

New York University

#### Certificate in Technical Communications

Seneca College @ York University

#### Bachelor of Arts in English and Professional Writing

York University

### SKILLS

Technical Writing		Content Strategy	
Content Design		Editing	
AI-Generated Content		MadCap	
Oxygen XML		FrameMaker	DITA
XML	HTML	CSS	JavaScript
jQuery	Git	Markdown	Python
SQL	APIs	RESTful Web Services	
Docs-as-Code		Big Data Analytics	
Data Visualization		Relational Databases	
ATA iSpec 2200/2300			
Simplified Technical English		Translation	
Localization		Usability Testing	
Style Guides		Technical Illustrations	
Training	Accessibility	508 Compliance	
Figma	Product Marketing		SEO
Agile	Project Management		