

VERONICA STAROVOIT

Technical Content Expert

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

SUMMARY

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

WORK EXPERIENCE

Senior Technical Writer

Amazon 11/2015 - 12/2023

- Established and led the documentation teams for autonomous delivery drones (2020-2023), company-wide COVID-19 testing (2020), and programmatic advertising software (2015-2019).
- Defined the role and career progression guidelines used by all technical writers creating content for STEM audiences across the company.
- Delivered what the Federal Aviation Administration called "the most complete drone documentation program out of all submissions" to certify drone delivery per FAA Part 135 and USC 44807.
- Helped Amazon's fulfillment centers stay operational worldwide during the pandemic by rolling out technical and safety documentation, mitigating concerns from employees and local governments.
- Chose and developed multiple scalable, AI-enhanced content management solutions enabling content reuse, translation, and streamlining multi-channel publication of large information sets.
- Published external and internal 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

- Worked with developers, designers, and other cross-functional stakeholders to ensure content completeness and accuracy across several Pearson Education product lines with varying release schedules.
- Owned technical content including context-sensitive web help, user guides, release notes, in-product copy, and API guides for RESTful web services.
- Upgraded legacy documentation to docs-as-code for deeper developer contributions and a modern design.
- Designed always-on analytics and conducted user testing on knowledge centers ensuring continuous and focused improvements.

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 several global markets using MadCap's Technical Communications 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	Editing		
Content Strategy	UX Writing	Figma	
AI-Generated Content	MadCap		
Oxygen XML	FrameMaker	DITA	
XML	HTML	CSS	Markdown
JavaScript	jQuery	Git	PHP
Python	SQL	MySQL	APIs
Docker	REST	Docs-as-Code	
Data Visualization	Relational Databases		
ATA iSpec 2200/2300			
Simplified Technical English	Localization		
Style Guides	Document Migration		
Technical Illustrations	Training		
Accessibility	508 Compliance		
Regulatory Compliance			
Product Marketing	Agile		
Project Management			