

About Me

Born in Melbourne, Australia, I made Aliyah in 2003. By day, I develop technical content for one of the world's leading data analytics companies. By night, I am most content listening to podcasts about the latest electronic gadgets, tech trends, cyber events, and space travel.

Author of the ebook "[Hiring a Technical Writer: The Playbook](#)".

Relevant Experience

May 2020 to Present

*Lesson Learned:
Working in a structured environment, but under start-up conditions, can be both challenging and satisfying*

Technical Writer

Sisense (Permanent, full-time)

- ◆ Document the product: write technical, procedural, and conceptual topics, Release Notes, microcopy, and respond to customer feedback to improve Sisense documentation
- ◆ Conduct deep and extensive content audits to improve documentation
- ◆ Plan and implement major doc improvement and reorganization projects
- ◆ Work closely with PMs, POs, Devs, department heads, and other SMEs, located all over the world to write new and update existing documentation

Jan 2020 to Apr 2020

*Lesson Learned:
Learning is an occupational perk.*

Technical Writer

Microsoft Corporation (Contract)

- ◆ Edited technical documents
- ◆ Led an effort to improve and standardize a specific documentation set
- ◆ Wrote microcopy, cheat-sheets, and similar documents

Jan 2017 to Dec 2019

*Lesson Learned:
The key to success is, without a doubt, communication.*

Senior Project/Documentation Manager

JBS Outsourced Technical Writing (Permanent, full-time)

- ◆ Writer Management and Development: Developed many Interns into well-trained, self-managed Technical Writers
- ◆ Customer Support: Devised creative solutions for ensuring client satisfaction
- ◆ Business Development: Led sales efforts to create many long-term clients
- ◆ Systems and Processes Development: Implemented a new project management and budgeting system
- ◆ Technical and Marketing Writing: Documented complex systems in a variety of tech domains and wrote technical blogs, whitepapers, and ebooks

Jan 2016 to Dec 2016

*Lesson Learned:
Business is another level of everything.*

Co-Founder

StringBridge Kids (Permanent, full-time)

- ◆ Maintained the website and managed social media
- ◆ Led sales, marketing, and finance efforts
- ◆ Wrote instruction manuals, created and maintained marketing collateral

Mar 2012 to Dec 2015

*Lesson Learned:
Commitment pays.*

Watch the Stratasys TW Team [teaser trailer](#) and [promotional video](#) I created.

Technical Writer

Stratasys Limited (Permanent, full-time)

- ◆ Documented and edited hardware and software
- ◆ Managed translations
- ◆ Led the FrameMaker to Flare conversion project, including creating PDF and responsive HTML5 CSS templates
- ◆ Trained the TW team to use Flare

Jul 2011 to Feb 2012

*Lesson Learned:
Pushing the envelope can
be exhilarating.*

Technical Coordinator (STB Security)

NDS Limited (Permanent, full-time)

- ◆ Performed code reviews
- ◆ Coordinated Program Managers, HW manufacturers and chip vendors

Feb 2008 to Jul 2011

*Lesson Learned:
Nothing ventured, nothing
gained.*

Technical Writer

NDS Limited (Permanent, full-time)

- ◆ Edited and managed technical documentation for my department
- ◆ Built and managed task tracking databases
- ◆ Conducted training and troubleshooting for department members
- ◆ Co-Invented UK Patent Application GB1107600.7: "[User Device with Gaze Tracker](#)"

2006 to 2008

*Lesson Learned:
The reward is proportional to
the effort expended.*

Patents Paralegal Team Leader

NDS Limited (Permanent, full-time)

- ◆ Led a team of Paralegals
- ◆ Created patent drawings for patent applications
- ◆ Won the 2007 CEO Award for Outstanding Customer Service

2004 to 2006

*Lesson Learned:
I can do it, no matter what*

Patents Coordinator

NDS Limited (Permanent, full-time)

- ◆ Managed all aspects of patent administration, including reorganizing systems and processes
- ◆ Built and maintained key MS Access databases

Skills

Tools

- ◆ Git, GitHub, GitLab, and VS Code
- ◆ Confluence, Zendesk, Wix Answers, and Freshdesk
- ◆ Flare, FrameMaker, and WordPress
- ◆ Readme and Jazzy
- ◆ MS Office (incl. Access and Visio)
- ◆ Photo editing, communication, and productivity software

Computer Languages

- ◆ Markdown, CSS, and HTML

Communication

- ◆ Excellent written and verbal communication skills
- ◆ Mother tongue English and spoken Hebrew

Education

2008**Certificate of Technical Communications**

WritePoint Ltd (Jerusalem)

1996**Graduate Diploma in Business Systems**

Royal Melbourne Institute of Technology (Melbourne, Australia)

1992-1994**BA Language and Culture**

Deakin University (Melbourne, Australia)