

Relevant experience

June 2021 to
present

Technical Writing Manager

Promoted from Lead Technical Writer in October 2022
BigID

- Write and update installation guides, onboarding guides, user guides, best practices guides, release notes, and microcopy
- Build and manage an in-house team of technical writers
- Prepare quarterly plans, SOPs, and automated workflows for the writing team
- Represent and promote the writing team to senior management

May 2020 to
June 2021

Technical Writer

Sisense

- Write technical, procedural, and conceptual topics, release notes, and microcopy
- Conduct extensive content audits to improve documentation
- Plan and implement major improvement and reorganization projects

January 2020 to
April 2020

Technical Writer (contract)

Microsoft

- Edit and improve Azure Data Explorer documentation
- Define the documentation and review-cycle process to increase the speed and efficiency of new writer onboarding

November 2016
to January 2020

Senior Project/Documentation Manager

JBS Outsourced Technical Writing

- Write technical and marketing documentation, such as APIs, user and installation guides, release notes, best practices, microcopy, technical blogs, eBooks, and whitepapers
- Hire, manage, and develop trainees into fully-qualified technical writers
- Support customers, develop new business, and expand existing business

January 2016 to
January 2018

Co-founder

Stringbridge

As the co-founder of a small business, I did a bit of everything: sales, marketing, finance, graphics, product development, and website management. I also wrote instructional guides and website copy.

March 2012 to
December 2015

Technical Communicator

Stratasys

- Write microcopy and hardware and software technical documentation
- Manage translations and software localization
- Prepare training materials, including for engineer certification tests
- Manage FrameMaker-to-Flare conversion, including creating CSS stylesheets

**July 2004 to
March 2012**

NDS (now Synamedia)

Technical Coordinator

August 2011 to March 2012

- Review hardware manufacturer code samples for scope and defects
- Coordinate program managers, hardware manufacturers, and chip vendors

Technical Writer

December 2008 to August 2011

- Write and edit requirements, specifications, and many other types of documentation
- Teach and troubleshoot MS Word and proprietary documentation software

Patent Paralegal Team Leader

July 2004 to December 2008

Promoted from Patent Paralegal in February 2006

Education

2008

Certificate of Technical Communications

WritePoint Ltd (Jerusalem, Israel)

1996

Graduate Diploma in Business Systems

Royal Melbourne Institute of Technology (Melbourne, Australia)

1992-1994

BA Language and Culture

Deakin University (Melbourne, Australia)

Skills

Languages

- CSS
- HTML
- Markdown

Tools

- Confluence
- Document360
- Flare
- FrameMaker
- Jira
- Readme.io
- WordPress

Communication

- Mother-tongue English
- Spoken Hebrew