

Relevant experience

June 2021 to present

Technical Writing Manager

Promoted from Lead Technical Writer in October 2022
BigID

Survey results showed a significant improvement in satisfaction with BigID documentation since I took over as the Lead Technical Writer in 2021.

- Hire and manage an international team of technical writers
- Initiate and manage important interdepartmental collaborative efforts
- Meet with customers, partners, and other stakeholders
- Prepare quarterly plans, SOPs, and automated workflows for the writing team
- Present team initiatives and accomplishments at various company meetings
- Peer review installation guides, onboarding guides, user guides, best practices guides, release notes, and microcopy

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

I wrote documentation for a wide range of technologies, such as robotics, cybersecurity, secure microprocessors, quantum computing, and DevOps

- 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

- Write instructional guides and website copy
- Manage sales, marketing, finance, and the website

**March 2012 to
December 2015**

Technical Communicator

Stratasys

- Write microcopy, hardware and software technical documentation (such as installation guides and service manuals), and prepare engineer certification tests
- Manage translations and software localization
- Manage the FrameMaker-to-Flare migration, including creating CSS stylesheets

**August 2011 to
March 2012**

Technical Coordinator

NDS (now Synamedia)

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

**December 2008
to August 2011**

Technical Writer

NDS (now Synamedia)

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

**July 2004 to
December 2008**

Patent Paralegal Team Leader

NDS (now Synamedia)

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