

TATIANA PERRY

| Washington, DC | tjerry07@gmail.com | [Website](#)

"Adept at Translating Complex Information into Clear and User-Friendly Documentation."

Accomplished and results-oriented with a demonstrated history of producing clear, concise, and user-friendly documentation for complex technical products. Proficient in translating intricate concepts into easily understandable materials. Skilled in collaborating with cross-functional teams, including engineers and product managers, to gather information and deliver high-quality documentation. Expertise in various documentation tools and platforms. Committed to ensuring that end-users have access to accurate and comprehensive resources for optimal product utilization.

Core Competencies:

Technical Documentation | Content Authoring and Editing | Information Architecture | Document Version Control | User Manuals and Guides | API Documentation | Software Documentation | Hardware Documentation | Technical Illustrations and Graphics | Style Guides and Writing Standards | UX Writing

WORK HISTORY

Chainalysis | Remote

Jan 2023 – Oct 2023

Technical Writing Manager

- Transformed team efficiency through Agile process modification, resulting in expedited ticket completion and enhanced team morale.
- Authored comprehensive product launch documentation, ensuring flawless execution and crystal-clear communication.
- Utilized analytics tools to drive content decisions, optimizing the user experience and drastically reducing support tickets.
- Designed and implemented technical writer career ladders, establishing a transparent and structured progression path.
- Partnered with brand team to establish a company-wide style guide, guaranteeing content consistency across all platforms.
- Developed performance plans for team members, leading to improvements in subsequent performance reviews.

- Aligned team OKRs and content strategy with company goals, fostering greater alignment and impact.
- Collaborated with support, design, and video content teams to enhance customer onboarding and retention.
- Enhanced in-app content such as labels and user flows, improving user experience and engagement.

Mezmo(LogDNA) | Remote

May 2022- Dec 2022

Senior Technical Writer

- Overhauled two major documentation sections within five months, significantly enhancing clarity and comprehensiveness, resulting in a 7% increase in user engagement and understanding.
- Developed three tutorials and a use case, resulting in a 3% increase in product adoption and improved user understanding.
- Enriched documentation with fresh content, while refining and consolidating existing material, resulting in a 3% reduction in support ticket volume and improved user satisfaction.
- Collaborated with Sales Engineering, Product, and Support teams to ensure content alignment with user needs, resulting in an increase in cross-functional alignment and customer satisfaction.
- Contributed to UX content within the dashboard, enhancing user experience and product usability, resulting in a 10% increase in user engagement and improved product usability.

Nylas | Remote

Jul 2020 – May 2022

Manager, Technical Writing

- Led the successful launch and maintenance of Nylas developer documentation site, incorporating a cutting-edge tech stack and efficient workflows, improving user accessibility and efficiency.
- Pioneered year-long strategy for documentation and developer experience, assembling proficient team of writers, instituting a style guide, defining OKRs, and fostering extensive cross-departmental collaboration.
- Collaborated across departments to optimize site performance and enhance the user experience for new features and products, utilizing data-driven insights to maximize effectiveness and customer satisfaction.
- Orchestrated a content plan and audit in the initial quarter, resulting in a 60% overhaul or creation of content, boosting content relevance and effectiveness.
- Recruited and supervised a team of technical writers, UX writers, and contractors, strengthening documentation quality and streamlining content creation processes.

Rapid7 | Austin, Texas

Sep 2019 – Jul 2020

Senior UX Writer

- Directed the reconstruction of docs.rapid7.com, setting standards for Open API documentation and training team members on essential tools and procedures, resulting in improved documentation quality and consistency.

- Managed open-source documentation for Metasploit, conducting a comprehensive content audit and rewriting, enhancing content clarity and accessibility.
- Crafted clear and comprehensive documents for InsightAppSec, AppSpider, and Offensive Security, ensuring users' understanding and satisfaction.
- Oversaw API documentation for InsightOps, tCell, AppSpider, and InsightIDR, ensuring the documentation's accuracy and consistency, improving user confidence and reliability.
- Produced weekly product release notes and UX copy for each product, providing users with timely information and maintaining engagement.
- Collaborated with design and user research teams to develop First-Time User Experiences (FTUX) for new and existing products, elevating user experience and driving product adoption.
- Streamlined documentation publishing processes, enhancing efficiency and adherence to style guidelines, ultimately improving content delivery and quality.

BigCommerce | Austin, Texas

Jan 2018 – Aug 2019

Lead Developer Documentation Specialist

- Developed and launched developer.bigcommerce.com in just one year, implementing a docs-as-code workflow and integrating Stoplight.io, enhancing accessibility and developer satisfaction.
- Formulated a comprehensive documentation plan, addressing product gaps and managing the documentation for new products, resulting in improved product knowledge and user experience.
- Assembled and effectively led a three-member team to oversee site management and content, ensuring efficient content delivery and maintenance.
- Revamped API content and generated new material, guaranteeing thoroughness and precision, ultimately enhancing user understanding and satisfaction.
- Conducted thorough QA testing on APIs, pinpointing issues and collaborating closely with engineering teams to resolve issues, improving API reliability and performance.
- Collaborated with internal teams to extract and document internal knowledge, making it readily accessible to customers and enhancing customer support and satisfaction.
- Partnered with the developer advocate and community manager to identify and address documentation needs, bolstering developer community engagement.
- Facilitated weekly sprint planning and established quarterly goals for documentation and the team, ensuring a structured and goal-driven work environment.
- Established a process for engineers and support teams to contribute to documentation, fostering cross-functional collaboration and knowledge sharing, resulting in comprehensive and up-to-date documentation.

EDUCATION

Kent State University | Bachelor of Science in Anthropology

TECHINICAL SKILLS

Python | Linux | SharePoint | JavaScript | React | OpenAPI / Swagger | API Testing | Agile | SDK
Documentation | Analytics | Information Architecture | Open Source | Git | GitHub | Jenkins | GitHub

Actions | Blockchain | Zendesk | Fintech | Release Notes/ Announcements | Docker | Pendo |
Camstasia | Snagit

WRITING SAMPLES

- <https://blog.postman.com/how-nylas-uses-postman-to-help-developers-adopt-api/>
- [Hosted Authentication](#)
- [Search Operators](#)
- [All projects](#) – Best viewed using the code view