

Tetiana Martynenko

Senior Technical Writer

SUMMARY

- 7+ years of experience as a Technical Writer
 - Experienced Technical Writer with a background in various industries, including healthcare, construction, and software development, skilled in creating and updating technical documentation and working with SMEs.
- Proven Scrum Master and Team Lead with experience in Agile methodologies, project management, and process improvement in multiple roles across different organizations.
- Strong background in quality management and process engineering, with experience in internal audits, performance metrics, and implementing quality standards such as ISO 9001, ISO 27001, and CMMI-Dev.
- Proficient in English-Russian and Russian-English translation.
- English proficiency is proven by the IELTS test score of 7.5 and two years of English-Ukrainian freelance translating for EU Twinning projects in the area of quality, environment, IT, and information security
 - Advanced English
 - Available ASAP

SKILLS

Main Technical Skills	Microsoft Office, Google Suite, Technical Writer
Methodologies, Paradigms and Patterns	Agile, Kanban, Scrum, Waterfall
Collaboration, Task & Issue Tracking	Atlassian Confluence, Jira, Microsoft SharePoint
Version Control	GitHub
SDK / API and Integrations	Swagger
UI/UX/Wireframing	UI/UX
Other Technical Skills	Camtasia, MadCap Flare

EXPERIENCE

TECHNICAL WRITER, Procore Corporation

09/2021 – 08/2022

Improving and documenting the corporate technical docs Confluence knowledgebase of a monolith app switching to microservices to improve construction princess customers:

- Organizing content (removing duplication and identifying and filling in gaps) for a target audience of Procore engineering.
- Defining terminology in glossaries, creating instruction guides, creating FAQs and overviews of tech topics for Engineers
- Diving deep into multiple divisions' knowledge areas & extensive interviewing of the PMs, Teamleads and senior engineers

TECHNICAL WRITER, Freelancer (projects like Lycia - Querix Package Manager, HRForecast.com/)

08/2020 – 08/2021

- Substituted an in-house writer for urgent updates of customer docs (developers of 4gl compiler in Lycia application) in MadCap FLare authoring tool along with Camtasia video editor + APIs in Swagger
- Interviewed SMEs of HRForecast and was engaged in complete rewriting of the company's website content

TECHNICAL WRITER, GlobalLogic (MedTronic healthcare project)

03/2020 – 07/2020

- Finalizing software development and testing plans and reports, for design verification, functional verification, acceptance testing, verification and validation stages
- Pulling together End of Phase 1 Release documents
- Getting approval from the Product Owner and the PM for the above at the meetings and amending the docs accordingly

MARKETING CONTENT MANAGER, SoftServe

12/2018 – 04/2019

- Responsible for VR/AR, Experience Platforms, and IoT verticals coverage to the outer world
- Interviewed SMEs (C-level, PMs and TeamLeads) to create the indepth reports and marketing assets: case studies, blogs, interactive infographics, white papers, content for the web pages and one-pagers

SCRUM MASTER/ TEAMLEAD OF BUSINESS PROCESS BUILDERS for Tomas Cook (UK)

03/2016 – 12/2016

Key achievement: introduced, established and maintained Scrum process in the project of 6 members

- Organized meetings on Product and Sprint Backlog estimation and prioritization with Product Owner



- Maintained process model analysis (As-is) and designed new processes (To-be);
- Organized Demos, UAT, and presentations for key users

SENIOR PROCESS ENGINEER, EPAM Systems

12/2014 – 02 2016

Key achievement: Being assigned for Project Management and Software Development process improvements, introduced and settled cooperation between Agile and Testing Competency Centers; simplified the workflow of metrics and guidelines discussion

- Performed internal audits of QMS effectiveness (corporate requirements, ISO 9001, ISO 27001, CMMI-Dev)
- Agile (Scrum, Kanban) and Testing Process improvement: guidelines, procedures, metrics review and redefining
- Internal Documents language review and update till approval: policies, processes, procedures, checklists, templates

TRANSLATOR - EU Twinning Project, Freelancer

08/2014 – 11/2014

English-Ukrainian translations for harmonization of EU - Ukraine legislation (industry standards, EU Regulations, Directives etc)

SCRUM MASTER for Deutsche Bank ODC, Luxoft

01/2014 – 07/2014

- Organized meetings on Backlog estimation and prioritization, Demos, UAT, and presentations with PO and key users
- Maintained project processes and introduced continuous improvements aligned with Scrum

PROJECT MANAGEMENT ADMINISTRATOR, AstoundCommerce (SysIQ)

10/2013 – 01/2014

Ensured project processes were followed and reported on availability of engineers and booked for project work on based on the CRM

PROGRAM COORDINATOR, Frog Ukraine

04/2012 – 09/2013

Key achievement: Acted on behalf of all designers and developers teams at the weekly resource meetings for better timing of commencement and completion of projects, especially those that overlapped; assisted and supported the Project Manager

- Drafted project plans given approved budget, timeframes and resources and communicated it to European resource manager
- Maintained and tracked development process as a Scrum Master (backlogs, meetings, process trainings)



LEAD EXECUTIVE QUALITY, Aricent Technologies Ukraine

05/2011 – 04/2012

Key achievement: Minimized internal audits duration and introduced project specific metrics after workshops with PMs

- Reorganized (based on feedback), conducted, and followed up quality management trainings
- Analyzed project workflowsto define strengths and weaknesses and to create improvement plans
- monitored performance metrics to track projects performance
- collected and analyzed on-going and post-mortem projects metrics

SENIOR STANDARDIZATION, CERTIFICATION AND QUALITY SPECIALIST, Art-master, Ltd

11/2007 – 08/2009

Key achievement: Initiated and managed creation of the unified corporate terminology database to improve user experience

- CMMI-DEV implementation team-member, described new processes to align with quality, information security and CMMI

HEAD OF PRODUCT CERTIFICATION DEPARTMENT, All-Ukrainian NGO "Living Planet"

10/2006 – 11/2007

Key achievement: built up an integrated management system conforming with ISO/IEC 17021 and ISO 14024 requirements

Managed product certification, recruited personnel, and evaluated their performance

QMS ENGINEER, Certification Body "Prirost" - "DQS-Ukraine"

09/2005 – 10/2006

Key achievement: qualified for an external auditor for ISO 9001 within aggressive 6 months timeframe

As a mgmt rep, consolidated input data for management review of QMS effectiveness; developed and controlled corrective and preventive actions implementation

QMS ENGINEER, Lebedin Oil-Processing Plant"

01/2002 – 08/2005

Key achievement: cut accounts receivable down by .5 million UAH after having re-engineered the corporate QMS

Management representative: assured QMS proper functioning and coordinated internal auditors' work and training

PERSONAL ASSISTANT, Law firm «Service - Consulting» Ltd

06/2001 – 12/2001

Office routine and English-Russian and Russian-English translations: laws, documents for legal actions, mail



EDUCATION

MBA at Inter-regional Academy of Personnel Management - 05/2004 - Magna cum laude:
GPA 3.9 out of 4.0

BBA at International Christian University 05/2001

