Tetiana Martynenko
Senior 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

TECHNICAL SKILLS

Main Technical Skills	Office 365, Google Suite, Technical Writer
Methodologies, Paradigms and Patterns	Agile, Kanban, Scrum, Waterfall
Collaboration, Task & Issue Tracking	Atlassian Confluence, Jira
Version Control	GitHub
Third Party Tools / IDEs / SDK / Services	Office 365
Platforms	SharePoint
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

TECNICAL 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