

Liz Marlowe

[Technical Writing Portfolio](#) | [GitHub Samples](#) | [LinkedIn](#) | Erie, CO 80516 | liz.marlowe@gmail.com | (303) 710-3724

Senior Technical Writer

PROFILE

Senior Technical Writer with extensive experience building end-to-end documentation systems, defining information architecture, and establishing scalable content standards across rapidly evolving cloud/SaaS platforms. Skilled at producing user guides, admin guides, API documentation, installation/configuration guides, troubleshooting workflows, and release notes. Demonstrated success applying AI technologies to accelerate content development and scale documentation systems. Deep expertise in designing in-app guidance and producing eLearning videos to introduce new features and workflows. Skilled at creating visual aids that reinforce comprehension, including data flow, architecture, and sequence diagrams. Proficient in docs-as-code workflows (Markdown, Git/GitHub, CI/CD, static site generation). Experienced in partnering with UX teams to write and review UX copy. Strong collaborator with Product, Engineering, UX, and Solutions teams to deliver clear, accessible content aligned to the SDLC in Agile environments.

AREAS OF EXPERTISE

- Cloud/SaaS Documentation
- API/SDK Documentation
- Docs-as-Code (Markdown, Git)
- SDLC Collaboration
- AI-Assisted Workflows & Content Optimization
- Information Architecture
- Documentation Systems Ownership
- DITA Topic-Based Content
- Agile/Scrum Methodology
- Cross-Team Collaboration
- Templates & Style Guides
- Process Optimization & Efficiency

PROFESSIONAL EXPERIENCE

Verint Systems, Inc. – Remote & Herzliya, Israel

Senior Content Developer (Remote)

2014 – Present

Create and maintain a large portfolio of cloud product documentation, including installation guides, configuration guides, user/admin documentation, API/SDK references, integration guides, troubleshooting flows, and release notes. Partner closely with Product Management, Engineering, UX, and Customer Support to deliver accurate content aligned to rapid release cycles.

Key Contributions:

- Applied AI tools to automate content generation, draft release notes, improve documentation QA, and accelerate translation workflows—reducing release cycles by 25%.
- Designed end-to-end information architecture supporting onboarding, migrations, cross-product integrations, and enterprise use cases.
- Led the company's transition to docs-as-code for API documentation, introducing Markdown, Git/GitHub workflows, and static site generation to modernize content publishing.
- Collaborated with UX and PM teams to refine UI text, improve terminology, and align product messaging across touchpoints.
- Created eLearning videos and in-app guidance to supplement written documentation.

Content Development Team Leader (Herzliya, Israel)

2010 – 2014

Managed a documentation team, overseeing planning, authoring, IA design, quality reviews, and Agile-aligned workflows.

Key Contributions:

- Led multi-product documentation unification efforts, improving cohesion and reducing duplication through reusable content components.
- Implemented Agile documentation processes that shortened delivery cycles by 15%.
- Enhanced content architecture by developing modular, reusable documentation components.

ADDITIONAL EXPERIENCE

Senior Information Developer & Team Lead | Comverse, Inc. – Tel Aviv-Yafo, Israel

Technical Writer | Prophet 21, Inc. (now Epicor), Yardley, PA

DOCS-AS-CODE PROJECTS

Built a docs-as-code project suite using Docusaurus, Jekyll, MkDocs, and Hugo to compare SSG capabilities and implement developer-centric workflows (Git/GitHub, Markdown, build pipelines).

SSG	Doc Site	GitHub Repository	Docs-as-Code Capabilities
Docusaurus	Docusaurus Doc Site	Docusaurus GitHub Repo	IA theming, versioning-ready & modular content structure
Jekyll	Jekyll Doc Site	Jekyll GitHub Repo	Liquid templates & layout customization
MkDocs	MkDocs Doc Site	MkDocs GitHub Repo	Material theme, clean IA, YAML config & search
Hugo	Hugo Doc Site	Hugo GitHub Repo	Shortcodes, fast builds & CI-friendly

TECHNICAL PROFICIENCIES

Markdown • Git/GitHub • Static Site Generators (Docusaurus, Jekyll, MkDocs, Hugo) • Swagger/OpenAPI • MadCap Flare • GitHub Desktop • Microsoft 365 CoPilot • Jira/Confluence • Zeplin/Figma • Snagit • Camtasia • Adobe Creative Cloud • Pendo • JSON • YAML • cURL • XML • HTML

EDUCATION

Bachelor of Arts in English Literature (Honors)

University of Wisconsin – Madison, WI

AWARDS & RECOGNITIONS

Documentation on the Web Hackathon (Verint) — 5th place out of 325 participants

STC Tel Aviv — Presented modular documentation improvements

Glimmer Train Literary Short Story Award — 3rd place