

# JOSH TIBALDI

## Technical Writer

### CONTACT

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### OBJECTIVE

Reliable and detail-oriented technical writer who puts their all into every project. Passionate about user advocacy with a creative mind and outside-of-the-box thinking and problem-solving capabilities.

Skilled designer and communicator capable of creating consistent and high-quality deliverables. Versatile and adaptable professional well-equipped for any challenge with interpersonal skills that extend on and off paper.

### CORE COMPETENCIES

Start-to-finish authoring  
Teamwork and collaboration  
Technical documentation  
Project management  
Revising and editing  
Strategic planning  
Graphic Design  
Interpersonal skills

### RELEVANT WORK EXPERIENCE

#### SENIOR TECHNICAL WRITER | ECHOWORX

April 2022 - Present

- Independently create, prioritize, and update technical documentation, including release notes, end-user help, user and admin guides, patch notes, installation and deployment guides, API guides and others.
- Maintain customer-facing and internal documentation.
- Create start-to-finish documentation for new products.
- Work with various cross-functional teams to improve UI/UX design of upcoming features and run weekly sprint retrospectives.
- Manage and centralize all operational documentation.

#### TECHNICAL WRITER | INFRASTRUCTURES FOR INFORMATION

January 2022 - Present

- Write and update test cases to ensure proper functionality of added features by liaising with development and marketing teams.
- Collaborate with and interview SMEs across departments.
- Author and update user-facing installation, admin, and online help guides through version control using Microsoft Visual Studios.
- Create a from scratch style guide using MadCap Flare to develop guidelines for the documentation team and future deliverables.

#### JUNIOR TECHNICAL WRITER | SENECA COLLEGE & ARTEVELDE UNIVERSITY

September 2021 - December 2021

- Collaborate in an agile environment with a team of developers.
- Create user personas and journey maps to optimize the user experience.
- Work within a software development life cycle to design and produce user guides, web-based content, and software UX design features.
- Perform weekly sprint retrospectives in a cross-functional team.

\*Experience with deliverables using these tools is outlined on the next page.

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### DELIVERABLES EXPERIENCE

Experience with creating the following deliverables using industry-standard tools:

- User guides\*
- Style guides\*
- White papers\*
- Documentation plans
- Online help
- UX design\*
- Instructional design
- Content strategy

\*Denotes deliverables available as recent writing samples [here](#) on my web portfolio.

All additional deliverables are available upon request.

### WEB PORTFOLIO

View my portfolio website [here](#).

View my downloadable portfolio [here](#) with preview samples.

### REFERENCES

Please reach out for references.

### EDUCATION

#### YORK UNIVERSITY

Bachelor of Arts (Honors) | 2016-2020  
English and Professional Writing  
Dean's Circle of Scholars

Specializations: Book Publishing, Digital Authoring.

#### SENECA COLLEGE

Graduate Certificate | 2020-2021  
Technical Communication  
President's Honour List

Collaborative Online International Learning (COIL):

- Using Technology and Digital Analysis to Solve Business Problems (with Ecuador).
- Collaborating with Software Developers and Creating Original Software Documentation (with Belgium).

### CERTIFICATIONS

#### APMG INTERNATIONAL



Certified Professional Technical Communicator (CPTC™) Foundations

Issued September 2021

- I am certified to perform the functions of a professional Technical Writer in both collaborative and independent environments at a high-level.
- Click the badge above to view what skills are entailed by this certification.