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SUMMARY

Documentation Developer with 5 years of experience and a deep understanding of software development processes.

I specialize in writing clear, technically accurate documentation, including tutorials, technical reviews, research articles, and developer-focused content. My work bridges the gap between engineering and communication, particularly in the fields of AI and ML.

As a technical writer with hands-on experience in Machine Learning, I am familiar with supervised and unsupervised learning, deep learning frameworks, data preprocessing, model evaluation, and modern NLP techniques. This allows me to document complex systems clearly and contribute meaningfully to model development and validation workflows. I excel at cross-team communication, presentations, and navigating organizational processes.

KEY EXPERTISE

Technical Documentation Development

Developed and maintained end-to-end documentation for software products, including:

- User manuals — Step-by-step instructions for end-users.
- Technical guides — Installation, configuration, and API integration.
- Release notes — Version updates and feature highlights.
- Post-release documentation support — Keeping materials up-to-date.

Cross-Functional Collaboration

Worked closely with cross-functional teams, including:

- Product Managers & Owners – Aligned documentation with product goals and user needs.
- Software Developers — Translated technical details into clear, practical content.
- Support & Professional Services — Addressed customer pain points through improved documentation.

Technical Documentation Migration & Modernization

Restructured and migrated documentation to a new technology stack as part of a platform modernisation initiative:

- Transitioned from MadCap Flare to Markdown + Docusaurus-based workflows.
- Improved maintainability – Simplified collaborative editing including version control, and streamlined docs-as-code publishing.

UI/UX Writing & Interface Text Development

Authored clear, user-centric interface texts for software applications to enhance usability:

- Scope – Button labels, error messages, tooltips, onboarding flows, and modal dialogs.
- Collaboration – Worked with UI developers and designers to align text with interaction logic and visual hierarchy.
- Applied Principles of Concision, Consistency, and Accessibility

PROFESSIONAL SKILLS

Technical Writing: User Manuals, Release Notes, API docs, UI writing; Markdown, MadCap Flare, Docusaurus; Docs-as-Code

Programming & APIs: Python, SQL, JavaScript, HTML; JSON/XML/REST APIs

AI & Data Science: Machine Learning (Python, Scikit-Learn), NLP (LLMs, Sentiment Analysis), Data Visualisation

Tools & Platforms: Docker, Linux, Node.js; Static site generators (Docusaurus); Version control (Git/GitHub)

Languages: English (fluent), Polish (fluent), Russian (native)

Soft Skills: Leadership, Cross-functional Team Collaboration, Time Management, Accountability, Clear and Effective Communication, Adaptability in Fast-Paced Environments

WORK EXPERIENCE

Technical Writer

2022 - 2025

Netwrix

I was a Lead Technical Writer on Netwrix Auditor (the company's flagship product), where I implemented comprehensive improvements to the documentation through close collaboration with developers, product managers, and my team. My key achievements included restructuring content for better usability, processing high volumes of user feedback to refine accuracy, and maintaining continuous updates aligned with product releases. I authored UI microcopy and implemented a modern documentation workflow by migrating from MadCap Flare to a Markdown/Docusaurus stack using docs-as-code principles, while maintaining version control via Github.

Technical Writer

2021-2022

Proglib

With expertise spanning both theoretical foundations and practical applications, I authored technical documentation and articles covering Machine Learning algorithms, probability theory applications in cryptography, and cybersecurity-focused data analysis techniques. Translated complex topics like neural networks and encryption methods into clear, actionable content for technical teams.

Data Science Intern

2019-2021

MIRBG

Performed data analysis and forecasting of key business indicators, then developed and maintained a production scoring model. Designed and documented a machine learning model for real estate price prediction, including full technical documentation and implementation guidelines.

EDUCATION

Foundations of Cybersecurity

Google

Foundations of Project Management

Google

Understanding Research Methods

University of London

Combinatorics for Beginners

Moscow Institute of Physics and Technology

Open Machine Learning Deep Learning Courses

Open Data Science

Introduction to Statistics, Data Science and Machine Learning

Bioinformatics Institute

Mathematics for Machine Learning Specialization

Imperial College London

Bachelor of Linguistics and Literature

Ivane Javakhishvili Tbilisi State University | Georgia