# TANYA ROSENBERG

## Process Improvement Analyst | Organizational Development

Toronto, ON | tanya@tinyhousetoronto.com | 647-686-5688 | U of Waterloo alum

[LinkedIn Profile](#) | [My Website](#)

## Certification & Education

- Bachelor of Arts, English Literature – University of Waterloo (Co-op Stream)

- Lean Six Sigma Green Belt Certification – In Progress, Expected Oct 2025

- Introduction to Change Management – In Progress, Expected Nov 2025

I turn complex processes into clear, scalable systems. With a mix of analytical thinking, user insight, and cross-team collaboration, I streamline workflows, accelerate adoption, and deliver insights that stick.

## Core Competencies

- Process Optimization – Workflow analysis, SOP design, change management principles

- Data & Reporting – Process mapping, requirements gathering, trend & performance analysis

- Tools & Technology – SharePoint, Jira, Confluence, Google world, MSOffice world

- UX & Content Design – Knowledge base architecture, technical writing, user-focused documentation

- Collaboration & Facilitation – Stakeholder engagement, requirements elicitation, cross-functional coordination

## Relevant Experience

**GlassHouse Systems – Technical Writer**
June 2025 – Present | Remote & Toronto

- Lead end-to-end reorganization of internal documentation across multiple departments, improving content findability and cross-team access

- Define and implement tagging taxonomy and metadata strategy in SharePoint

- Conduct needs analysis across departments to inform templates and workflows, reducing duplication and confusion

- Create onboarding and SOP templates that standardize and streamline service delivery documentation across teams

**PathFactory Inc. – Sole Technical Writer**
June 2022 – May 30 2025 | Remote (3 years)

- Managed 500+ knowledge base articles with SEO and UX focus, reducing support tickets by 25%

- Partnered with product and data teams to analyze user behavior and optimize self-serve help journeys

- Developed reporting documentation and processes for release tracking, usage insights, and internal support metrics

**iRepair Danforth – Business Operations & Process Improvement Manager**
September 2012 – May 2022 | Toronto (10 years)

- Partnered in launching and growing a successful electronics repair business, overseeing marketing, hiring, HR, and daily operations.

- Designed and launched the company website with clear user flows and customer-facing content to increase conversions and reduce inbound questions.

- Implemented and configured RepairQ ticketing/POS software, automating client status updates, receipts, and invoices to improve customer communication and satisfaction.

- Wrote all standardized invoice and receipt text, ensuring clarity, professionalism, and brand consistency.

- Created and documented operational workflows, SOPs, and training materials that cut onboarding time and improved service quality.

- Established scalable processes and best practices, enabling the store to handle higher service volumes without sacrificing quality.

**eHealth Ontario & Scotiabank – Technical Writer**
Nov 2005 – May 2017 | Toronto (12 years)

- Created ITIL-aligned documentation, SOPs, and workflow diagrams to standardize processes, support Service Delivery, and ensure compliance across departments.

- Partnered with compliance, audit, and operational teams to capture requirements and translate stakeholder input into clear, actionable reporting frameworks.