

Tanya Rosenberg

Toronto, ON | tanya@tinyhousetoronto.com | 647-686-5688

[LinkedIn Profile](#) | [Portfolio](#)

Technical Documentation, Process Improvement & Information Management

Technical Writer with 10+ years of experience creating clear, accurate documentation for complex technical environments. Known for organizing information, improving documentation quality, and partnering with technical teams to make complex systems easy to understand.

Core Strengths

Technical Documentation	Technical procedures • Process documentation • Operational documentation • User guides • Work instructions
Documentation Management	Document lifecycle • Review and approval • Version control • Document governance • Quality assurance
Information Management	Information architecture • Content organization • Documentation standards • Templates • Continuous improvement
Collaboration	Engineering • Infrastructure • Subject matter experts • Cross-functional teams • Stakeholder communication
Research & Analysis	Requirements gathering • Technical research • Process analysis • Translating complex information
Tools	Microsoft 365 • SharePoint • Word • Excel • PowerPoint • Visio • Adobe FrameMaker • Jira • Confluence • HTML • CSS

Professional Experience

Technical Writer - Movable Ink

Hybrid | Toronto | May 2026 – Present

- Lead documentation for major product releases, creating new guides, updating existing documentation, and publishing release notes under tight timelines.
- Develop product documentation, how-to guides, release notes, and technical reference content.
- Partner with product managers, engineers, designers, QA, and other SMEs to gather requirements and ensure technical accuracy.
- Reorganize the product knowledge base to improve navigation, content organization, and findability.
- Standardize documentation structure, terminology, and style across new and existing content.
- Manage documentation through planning, drafting, review, publication, and ongoing maintenance in an agile development environment.

Sole Technical Writer - GlassHouse Systems Inc.

Hybrid | Toronto | June 2025 – Feb 2026

- Created and managed technical, operational, and client-facing documentation across infrastructure, cloud, security, and managed services.
- Developed technical procedures, operational guides, disaster recovery documentation, and client-facing content.
- Worked with engineers and SMEs to gather information and turn complex technical details into clear documentation.
- Reorganized fragmented content into structured SharePoint repositories to improve findability and maintenance.
- Created templates, standards, and review processes to improve consistency and documentation quality.
- Managed documentation from intake through drafting, SME review, approval, publishing, and updates.

Sole Technical Writer - PathFactory Inc.

Remote | June 2022 – June 2025

- Managed documentation for an enterprise SaaS platform, supporting product releases and customer adoption.
- Developed technical documentation, product guides, release notes, and online help for new features and enhancements.
- Worked with product managers, engineers, and QA to gather requirements and ensure documentation accuracy.
- Managed and maintained a 500+ article knowledge base, improving content quality and consistency.
- Standardized documentation templates, terminology, and publishing processes across the documentation team.
- Reviewed and updated existing documentation to keep pace with product changes and improve usability.

iRepair Danforth — Co-Founder & Operations Manager

Toronto | Nov 2015 – May 2022

- Developed operational procedures, workflows, and customer-facing documentation.
- Implemented standardized processes and a ticketing system to improve service consistency and efficiency.
- Designed the company website and translated technical services into clear customer-facing content.

Scotiabank — Senior Technical Writer (Contract)

Toronto | Feb 2017 – May 2017

- Developed audit-ready documentation supporting regulatory and compliance requirements.
- Collaborated with risk and compliance teams to ensure documentation accuracy and alignment with internal standards.

eHealth Ontario — Senior Technical Writer

Toronto | Nov 2005 – May 2015

- Developed technical, operational, and disaster recovery documentation for enterprise IT services.
- Created procedures, runbooks, and support documentation for operational and incident response teams.
- Worked with technical teams and subject matter experts to document complex systems and business processes.
- Standardized documentation to improve consistency, accuracy, and usability across multiple departments.

Education

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