

Tanya Rosenberg

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

Senior Technical Writer — Product Experience, Content Systems & Documentation Strategy

Senior Technical Writer focused on product experience—shaping onboarding, guidance, and documentation systems that help users navigate complex software with confidence. Known for bringing structure to content and clarity to technical workflows.

Core Strengths

Product & UX Writing	Onboarding, guidance, workflows • Plain language • Reducing friction
Content Strategy	Governance • Information architecture • Structured content • Templates & standards
Collaboration	Product, Engineering, SMEs • Stakeholder alignment • Translating complexity
Execution	Agile workflows • Review cycles • Continuous improvement
Tools	Microsoft 365, SharePoint, Google Workspace, Jira, Confluence, HTML, CSS

Professional Experience

GlassHouse Systems Inc. — Sole Technical Writer

Toronto (Hybrid) | June 2025 – Feb 2026

Owned the documentation experience across multiple service lines—bringing structure, clarity, and consistency to a fragmented content environment.

- Rebuilt documentation systems from the ground up, improving discoverability, usability, and long-term maintainability
- Established standardized templates and frameworks for operational, disaster recovery, and client-facing deliverables
- Partnered with infrastructure, cloud, and security teams to shape how complex systems are documented and understood
- Introduced lifecycle governance (intake → creation → review → maintenance), improving accuracy and accountability
- Reduced duplication and content sprawl by centralizing documentation in structured SharePoint repositories
- Acted as the bridge between technical teams and end users—ensuring documentation supports real-world use, not just technical completeness

PathFactory Inc. — Technical Writer

Remote | June 2022 – June 2025

Led content strategy and lifecycle management for a large-scale SaaS knowledge base, supporting product adoption and ongoing user education.

- Owned governance and maintenance of a 500+ article knowledge base in a fast-moving product environment
- Partnered with Product and Engineering to translate new features into clear, structured documentation aligned with release cycles
- Standardized documentation formats and release notes, improving consistency and user comprehension
- Built and maintained lifecycle review processes to ensure documentation stayed accurate as the product evolved

iRepair Danforth — Co-Founder & Operations Manager

Toronto | Nov 2015 – May 2022

Built and scaled a service business, designing operational systems and customer-facing content from scratch.

- Created structured service documentation and workflows to support consistent service delivery
- Designed and launched the company website, translating technical services into clear customer-facing language
- Implemented a ticketing system to standardize intake, tracking, and communication
- Developed repeatable processes that enabled scalability and operational consistency

Scotiabank — Senior Technical Writer (Contract)

Toronto | Feb 2017 – May 2017

- Translated regulatory requirements into structured, audit-ready documentation
- Collaborated with risk and compliance teams to ensure alignment with control frameworks

eHealth Ontario — Senior Technical Writer

Toronto | Nov 2005 – May 2015

- Developed operational and disaster recovery documentation for enterprise IT services
- Standardized processes across departments to improve clarity and consistency
- Created runbooks and procedures supporting incident response and service continuity
- Partnered with technical teams to make complex systems usable and understandable

Education

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