

# Tanya Rosenberg

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

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

## Senior Technical Writer | SaaS & Enterprise Documentation

Senior technical writer specializing in SaaS platforms and enterprise IT environments. Experienced designing structured documentation systems that support product adoption, operational clarity, and scalable knowledge management. Partner closely with product managers, engineers, and service teams to translate complex technical functionality into clear, user-focused documentation. Skilled in knowledge base architecture, Agile documentation workflows, and documentation lifecycle governance.

### Core Skills

#### SaaS Product Documentation

Feature documentation, release notes, user guides, tutorials, onboarding materials

#### Knowledge Base Strategy

Content architecture, taxonomy design, metadata standards, documentation lifecycle management

#### Collaboration & Delivery

Agile environments, sprint-aligned documentation, SME interviews, cross-functional coordination

#### Enterprise Tools

Microsoft 365, SharePoint, Google Workspace, Jira

#### Technical

HTML (working knowledge), CSS (foundational), AI-assisted drafting and tagging workflows

#### Process Documentation

Governance documentation, operational procedures, compliance documentation

## Professional Experience

### Sole Technical Writer - GlassHouse Systems Inc.

Hybrid | Toronto | Jun 2025 – Present (Contract)

Led documentation restructuring across multiple departments, improving organization, consistency, and searchability.

Designed standardized client deliverable templates to strengthen clarity and usability of technical documentation.

Partnered with engineers and service teams to translate complex cloud and infrastructure services into structured, user-ready documentation.

Established centralized knowledge repositories in SharePoint to improve discoverability and reduce duplication.

Developed rollout guidance and training materials to support adoption of updated documentation standards.

Introduced AI-assisted tagging workflows to streamline documentation processes and improve efficiency.

### Sole Technical Writer – PathFactory Inc.

Remote | June 2022 – June 2025 (Permanent)

Managed a 500+ article SaaS knowledge base supporting product adoption and self-service troubleshooting.

Coordinated documentation timelines with Agile sprint cycles to support feature releases and platform updates.

Collaborated with Product Managers and Engineering teams during launches to ensure documentation aligned with product functionality and user impact.

Standardized release note formats to improve clarity and consistency across updates.

Established lifecycle review processes to maintain documentation accuracy as the platform evolved.

## Co-Founder & Operations Manager – iRepair Danforth

Toronto | Nov 2015 – May 2022 (Permanent)

Co-founded and scaled a profitable Apple device repair business that continues to operate successfully

Designed and launched company website, creating structured service documentation and customer-facing content.

Implemented and trained staff on a ticketing system to standardize service intake and repair tracking.

Developed repeatable operational documentation processes to support business scalability.

## Senior Technical Writer (team of 8 writers) – Scotiabank

Toronto | Feb 2017 – May 2017 (Contract)

Developed governance and compliance documentation supporting regulatory audits and enterprise risk reviews.

Translated complex regulatory requirements into structured frameworks aligned with reporting standards

## Senior Technical Writer (team of 3 writers) – eHealth Ontario

Toronto | Nov 2005 – May 2015 (Permanent)

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## Education

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

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