

TANYA ROSENBERG

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

I write, I organize, I track, and I turn content into knowledge that lasts.

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

Overview

Technical Writer with experience documenting complex systems and creating consistent, reusable content.

Skilled in collaborating with engineers, writing ITIL-aligned processes and supporting Agile product releases and client deliverables.

Tools: Microsoft 365 (Word, Excel, PowerPoint, Visio, Teams, SharePoint), Google Workspace, Agile, Confluence, Jira, AI automation platforms

Professional Experience

Technical Writer (Contract) – GlassHouse Systems

Toronto | Jun 2025 – Present

- Built a unified, structured documentation system for all client deliverables, introducing consistent templates and content patterns used across multiple engineering teams.
- Standardized 10+ service-line deliverables (SOPs, As-BUILTs, Runbooks, DR Guides, Service Catalogs), enabling engineers to produce customer-facing documents with consistent logic, format, and terminology.
- Partnered closely with Solution Architects, Cloud Engineers, and Project Managers to extract technical details and convert them into clear, reusable documentation components.
- Developed documentation frameworks that reduced rewrite time, improved audit readiness, and made deliverables easier to navigate for clients and internal teams.
- Integrated AI tools to speed up information structuring, eliminate noise, and ensure consistency across all service-line documentation.

Technical Writer – PathFactory Inc.

Remote | Jun 2022 – May 2025

- Wrote and maintained all product documentation, including biweekly Release Notes aligned to Agile sprint cycles.
- Translated feature updates and engineering changes into clear, customer-facing content used by technical and non-technical audiences.
- Improved content structure and navigation to make product resources easier to find and use.
- Created documentation for new features, UI changes, and backend updates, ensuring accuracy across releases.
- Worked closely with developers, QA, and product managers to clarify technical behaviour and keep documentation aligned with product changes.

Co-Founder & Operations Manager – iRepair Danforth

Toronto | Nov 2015 – May 2022

- Built the business from the ground up, standardizing workflows and documenting processes that improved quality and consistency.
- Created training guides and technical troubleshooting material that shortened onboarding time and supported daily operations.
- Introduced automated ticketing, status updates, and clearer customer communication, improving turnaround time and service reliability.
- Managed hiring, training, scheduling, and day-to-day operations while maintaining documentation for staff and customer-facing workflows.

Technical Writer (Contract) – Scotiabank

Toronto | Feb 2017 – May 2017

- Delivered critical internal documentation to ensure regulatory compliance by carefully interviewing each subject matter expert and then accurately documenting internal processes and procedures.
- Collaborated with departments to ensure accuracy and clarity in all internal documentation to comply with the process audit

Technical Writer – eHealth Ontario

Toronto | Nov 2005 – May 2015

- Produced ITIL-aligned SOPs, Disaster Recovery guides, and risk documentation supporting enterprise-wide IT operations.
- Documented complex technical processes across multiple infrastructure teams, ensuring accuracy, consistency, and audit readiness.
- Created high-volume process flows and operational documentation used by 1,000+ staff across departments.
- Collaborated with architects, system administrators, and service owners to translate technical workflows into clear, actionable content.

Education

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

Hobbies & Interests

Curling (volunteered at 2025 Scotties Tournament of Hearts in Thunder Bay), fitness training, thrifting, home décor projects, and dopamine fashion.