Tanya Rosenberg

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LinkedIn Profile | Portfolio

Technical Writer | SaaS & Enterprise Documentation

Technical writer specializing in structured documentation for complex SaaS and enterprise software. I translate product functionality into clear, user-focused content for technical and business audiences.

Technical Skills

Authoring & Capture: Snagit (advanced screen capture and annotation), Windows native screen capture & image annotation

Markup: HTML (working knowledge), CSS (foundational)

Documentation Platforms: Microsoft 365 (Word, Excel, PowerPoint, Visio, SharePoint), Google Workspace, Jira

AI & Automation: AI-assisted drafting, editing, metadata tagging, workflow optimization

Methodologies: Agile, structured content principles, taxonomy design

Documentation Types: Feature documentation, release notes, user guides, tutorials, process documentation, governance documentation

Education

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

Professional Experience

Sole Technical Writer – GlassHouse Systems

Hybrid | Toronto | Jun 2025 – Present (Contract)

Lead enterprise-wide documentation restructuring across 8+ departments, implementing structured taxonomy and metadata standards to improve search accuracy and content retrieval.

Design standardized templates and governance frameworks to ensure consistent client deliverables across project teams.

Build centralized knowledge repositories in SharePoint and Confluence to strengthen cross-functional visibility and reduce content duplication.

Leverage AI-assisted tagging and summarization tools to streamline documentation workflows and enhance content discoverability.

Serve as internal advisor on information architecture, aligning documentation standards with operational workflows and compliance requirements.

Partner with engineers and technical SMEs to rapidly develop domain expertise and translate complex cloud and infrastructure functionality into clear, user-ready documentation.

Develop structured tutorials and process walkthroughs using annotated screen captures to support onboarding and service adoption.

Technical Writer – PathFactory Inc.

Remote | June 2022 – June 2025 (Permanent)

Managed and optimized a 500+ article SaaS knowledge base, improving content structure, clarity, and self-service usability.

Created feature documentation, release notes, and user-focused tutorials aligned with product updates and sprint cycles.

Partnered with Product and Engineering teams to quickly build subject-matter expertise and translate platform functionality into clear, accessible documentation.

Developed structured, screenshot-based walkthroughs and instructional content to support feature adoption and reduce support dependency.

Established lifecycle review processes to maintain documentation accuracy, consistency, and alignment with evolving product releases.

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

Implemented a ticketing system to standardize service intake and repair tracking; trained staff to ensure consistent operational workflows.

Built repeatable systems and documentation processes that enabled the business to scale without reliance on a single operator.

Technical Writer – 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

Technical Writer – eHealth Ontario

Toronto | Nov 2005 – May 2015 (Permanent)

- Developed ITIL-aligned process documentation supporting enterprise IT operations across 1,000+ users.

- Standardized operational procedures and disaster recovery documentation across multiple departments.

- Implemented structured process flows improving cross-team clarity and audit readiness.