

# 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](#)

## Core Strengths

- Writing audit-ready SOPs and other compliance docs
- Streamlining knowledge platforms (SharePoint, Wordpress) for findability
- Managing the full content lifecycle, from planning and creation to publication, measurement, and continuous improvement
- Using AI and automation to reduce manual documentation work

**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

- Overhauled documentation across 8+ departments, cutting search time by 40% and strengthening compliance reporting.
- Created onboarding guides, SOPs, and structured content that reduced new-hire ramp-up time and improved documentation consistency.
- Built and maintained Confluence knowledge spaces to centralize resources and increase cross-team collaboration.
- Integrated AI tools into documentation workflows, reducing manual effort and accelerating delivery cycles.

## **Technical Writer – PathFactory Inc.**

Remote | Jun 2022 – May 2025

- Managed and optimized a 500+ article knowledge base, reducing support tickets by 25% and improving customer self-service.
- Streamlined content organization to make resources easier to find and more usable across customer and internal audiences.
- Produced release-tracking and reporting documentation, turning complex product updates into clear, accessible resources for technical and non-technical teams.
- Partnered with engineers in an agile environment, aligning content delivery to sprint goals and translating technical details into clear, accessible learning materials.

## **Co-Founder & Operations Manager – iRepair Danforth**

Toronto | Nov 2015 – May 2022

- Co-founded and scaled a profitable Apple repair business that continues to operate successfully.
- Built operations from scratch—hiring, training, and documenting workflows that cut onboarding time and boosted team efficiency.
- Oversaw customer experience and communications, driving loyalty and retention through clarity and transparency.

## **Technical Writer (Contract) – Scotiabank**

Toronto | Feb 2017 – May 2017

- Partnered with compliance and audit teams to develop regulatory documentation used in risk and governance reviews.
- Translated complex stakeholder input into clear frameworks supporting reporting and compliance standards.

## **Technical Writer – eHealth Ontario**

Toronto | Nov 2005 – May 2015

- Created a high volume process flow for ITIL-aligned documentation, supporting enterprise-wide IT operations across multiple departments.
  - Developed SOPs, Risk, and Disaster Recovery docs that standardized service delivery and passed compliance audits.
  - Partnered with cross-functional IT teams to translate technical processes into user-friendly documentation used by 1,000+ staff.
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## **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.