

Vanessa Fawn Silvas

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Lead Technical Writer

Lead Technical Writer with 9+ years of experience developing scalable technical documentation and content operations systems across SaaS, cloud, medical device, and aerospace industries. Expertise in structured authoring, documentation governance, workflow optimization, information architecture, and content lifecycle management within Agile environments. Proven success improving documentation efficiency, reducing content cycle time by 70%, and delivering enterprise-scale enablement and release documentation.

Work Experience

Microsoft | Lead Technical Writer | 01/2023 - Present

- Scaled enterprise demo delivery from 10+ demos in 2023 to 25+ in 2025 across global cloud enablement programs.
- Authored technical documentation, enablement content, and release materials for partners and internal sellers.
- Led workflow optimization and content operations initiatives using telemetry analytics to improve discoverability, engagement, and documentation efficiency.
- Produced BDM/TDM scripts, hands-on labs, click-through guides, presentations, newsletters, and launch communications under aggressive release timelines.
- Established documentation governance standards and scalable content practices that improved consistency and cross-team alignment.
- Trained contributors, monitored content performance metrics, and identified documentation gaps through seller feedback and analytics.

Inter-State Studio & Publishing Co. | Lead Technical Writer | 01/2022 – 01/2023

- Designed scalable content operations workflows that improved documentation governance and cross-team consistency.
- Conducted SME interviews and translated complex processes into structured, user-focused documentation.
- Authored product documentation, style guides, and internal knowledge resources aligned with organizational standards.
- Maintained single-source documentation in Confluence, improving version control, content reuse, and update efficiency.
- Performed gap analyses and workflow evaluations to improve documentation processes and operational efficiency.
- Managed documentation projects, timelines, stakeholder communication, and quality assurance activities.

Medtronic | Lead Technical Writer | 05/2019 – 12/2021

- Created technical and release documentation for insulin pumps and CGMs, including IFUs, quick-start guides, and product notices.
- Translated complex clinical and technical information into compliant, user-friendly documentation for regulated healthcare environments.
- Led high-visibility documentation projects across engineering, product management, regulatory, and global stakeholder teams.
- Supported XML-based structured authoring and enterprise publishing workflows as CMS Superuser for MAPS XD.
- Implemented content reuse and workflow optimization strategies that reduced documentation cycle time by 70%.
- Maintained documentation governance standards aligned with corporate and regulatory requirements.

Britecore (formerly Intuitive Web Solutions) | **Technical Writer** | 06/2018 – 04/2019

- Authored technical and release documentation for a SaaS-based insurance platform serving internal and external stakeholders.
- Reduced documentation backlog from 1,000+ GitHub pull requests to 36 within eight months by improving workflow and version control processes.
- Developed onboarding, knowledge base, and HR documentation in Confluence, improving information architecture and content discoverability.
- Improved documentation scalability through structured authoring, reusable content models, and standardized templates.
- Managed multiple concurrent documentation projects within Agile SaaS development environments.
- Partnered with SMEs to resolve documentation gaps and improve content accuracy and usability.

Positronic Industries Inc. | **Technical Writer** | 01/2017 – 06/2018

- Developed standardized work instruction documentation supporting production of aerospace-grade connectors and Combo-D sub connectors used in NASA rocket systems.
 - Standardized documentation governance processes, revision controls, and audit-ready manufacturing documentation.
 - Ensured compliance with ISO 9001 and AS9100 quality management standards.
 - Created SOPs, certification materials, white papers, and technical training programs that significantly improved workforce proficiency and audit readiness.
 - Supported manufacturing content operations by standardizing workflows, templates, and revision processes.
 - Conducted workflow optimization and usability evaluations that improved documentation effectiveness and production accuracy.
 - Managed translation and localization initiatives for multilingual production teams.
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Core Competencies

Technical Documentation, Content Operations, Structured Authoring, Documentation Governance, Information Architecture, Content Strategy, Documentation Lifecycle Management, Workflow Optimization, Content Reuse, Release Documentation, Knowledge Management, Agile Methodologies, SaaS Documentation, Cross-Functional Collaboration, Version Control

Documentation & CMS Tools

Confluence, Jira, Oxygen XML Editor, Vasont, MAPS XD, RoboHelp, SharePoint, GitHub, Markdown, DITA/XML

Design & Visual Tools

Snagit, Adobe InDesign, Photoshop, Lucidchart, Prezi

Technical Environments

SaaS, Cloud Platforms, Medical Devices, Agile, SDLC, CMS Administration, QA Documentation, Regulatory Documentation

Education

Missouri State University: Bachelor of Science Technical Writing, Screenwriting Minor

Ozark Technical Community College: Associate of Arts