



Hamsa Merlet

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TECHNICAL WRITER

Hi, I'm Hamsa! I'm an experienced, enthusiastic technical writer with a broad and deep skill set, honed from working for tech companies large and small. Working for diverse teams across the tech community, I'm versatile, flexible, and a quick learner with new tools and technologies. Some of my recent work includes user experience design and specs, creating and training AI systems in the cybersecurity space, and crafting product requirements. How can I provide value to your team?

WORK EXPERIENCE

Senior Content Manager

ZeroWall

📅 08/2021 – 10/2022

Product creation

- Created logic rules, data collection system, and content database for AI cybersecurity program evaluation software
- Met daily with CEO to break down CEO's vision into product requirements for offshore dev team
- Created security assessment data collector
- Performed QA and issue resolution

Customer cybersecurity concierge

- Produced and presented security program assessments
- Managed ongoing customer product engagements

Content creation

- Created all customer-facing product content
- Served as technical resource for team members writing articles, emails, and marketing content.
- Translated product text strings into French-Canadian language

Senior Technical Writer

Independent Contractor

📅 2004 – 08/2021

Provided technical writing services to clients from early startups to large enterprises, including:

- **Idealab**
- **Tibco**
- **Panaton**
- **Yahoo!**
- **Cisco Systems**

Typical deliverables include:

- UX specifications, interface usability evaluation, feature definition, development specifications, UI text, product communications
- Administrator guides, SDKs, APIs, online help systems, quick start guides, release notes

WORK EXPERIENCE

Technical Writer

Nokia

📅 2000 - 2004

- Worked in professional services creating customized documentation for clients including NEC, Yahoo, Alcatel, SAP, Oracle, and eBay.
- Authored developer, administrator, and end user documentation used by 4 million+ customers.

SKILLS

🕒 LANGUAGES

English

Native

French

Professional

EDUCATION

Biology and Environmental Studies | B.A.

University of California, Santa Cruz