

RYAN BERG

Senior Technical Writer & Editor | Content Strategy & Documentation

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PROFESSIONAL SUMMARY

Senior Technical Writer and Editor with 10+ years of experience delivering enterprise-scale documentation, knowledge base content, and self-help authoring across Microsoft's Azure, Microsoft Entra, and Microsoft 365 ecosystems. Expert in docs-as-code workflows (Git, GitHub, VS Code), content strategy, information architecture, and AI-augmented authoring (Claude, ChatGPT, Microsoft Copilot, GitHub Copilot, Content Mentor). Skilled at translating complex technical concepts into clear, accessible, style-guide-compliant content for global audiences. Proven track record partnering with engineers, product managers, SMEs, and localization teams to ship accurate, user-centered documentation on tight deadlines, remotely and cross-functionally.

CORE COMPETENCIES

Technical Content Development: User Guides, Knowledge Base Articles, Troubleshooting Content, Technical White Papers, learn.microsoft.com Articles, Release & Support Content

Docs-as-Code & Version Control: Git, GitHub, VS Code, Markdown, HTML, XML, Azure DevOps

AI-Augmented Authoring: Claude, ChatGPT, Microsoft Copilot, GitHub Copilot, Content Mentor, DocuMentor, Rubik

Editorial Quality & Standards: Technical Editing, QA & Peer Review, Microsoft Writing Style Guide, Accessibility Standards

Content Strategy & Operations: Content Lifecycle Management, Information Architecture, Localization & Globalization (11+ languages), Process Improvement

Collaboration: Cross-Functional Stakeholder Engagement, Remote Team Collaboration, SME Partnership

UX & Multimedia: UX Writing, Content Navigation Design, Video Tutorials (Camtasia Studio)

PROFESSIONAL EXPERIENCE

Senior Technical Writer & Editor — Customer Engineering & Service (CE&S), Knowledge Management Self-Help Authoring, Commercial Writing (Web)

Aquent (Contract Assignment with Microsoft)

July 2025 – Present

- Author, edit, format, and publish troubleshooting documentation on learn.microsoft.com for Azure and Microsoft Entra products, enabling customers to self-resolve technical issues and reducing support escalations.
- Lead concurrent reviews of net-new and updated articles across multiple workstreams, driving each to on-time completion and publication.
- Partner remotely with engineering stakeholders, product management, and support teams to iterate content through review cycles and close technical accuracy gaps.
- Pilot and operationalize emerging Microsoft AI authoring tools (DocuMentor, Content Mentor, Rubik) to accelerate drafting, editing, and QA.
- Manage authoring, version control, and publishing via GitHub and VS Code; track work in Azure DevOps and SharePoint.
- Consistently meet aggressive deadlines across a high-volume, fast-changing content portfolio.

Senior Technical Writer & Editor — FastTrack for Microsoft 365, Microsoft Learn Team

Steyer Content (Contract Assignment with Microsoft)

February 2016 – June 2025

- Owned content strategy, creation, and lifecycle maintenance for customer-facing and internal Microsoft 365 documentation, working remotely with globally distributed teams.
- Authored and maintained quick start guides, support articles, FAQs, technical white papers, and onboarding collateral using AI-assisted workflows (Claude, ChatGPT, Microsoft Copilot, GitHub Copilot).
- Managed monthly content refresh cycles for high-traffic learn.microsoft.com pages, ensuring accuracy and relevance at scale.
- Applied Microsoft Writing Style Guide and accessibility standards to deliver consistent, user-friendly content.

- Collaborated with SMEs, legal, project managers, and developers to validate technical accuracy and drive content sign-off.
- Directed localization strategy and vendor management for content delivered in 11+ languages.
- Administered version control and publishing through GitHub, VS Code, and Dynamics 365; tracked deliverables in Azure DevOps and SharePoint.

TECHNICAL SKILLS

Content Mentor, Claude, Microsoft Copilot, ChatGPT, GitHub Copilot, Rubik, DocuMentor | Git, GitHub, VS Code, Azure DevOps, Dynamics 365 | Markdown, HTML, XML | Microsoft 365 (Word, Excel, PowerPoint, Outlook, Teams, Visio), SharePoint (2016, 2019, Online), OneDrive | Windows 11/10, macOS, iOS | Camtasia Studio, DxStudio, Product Studio, Documentation Studio

EDUCATION

M.A. in Education — Seattle University

B.A. — Oberlin College