

Ryan Berg

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Professional Summary

Results-oriented Senior Technical Writer with over a decade of experience designing, developing, and managing technical content for enterprise and customer-facing audiences. Adept at producing high-impact documentation including quick start guides, knowledge base articles, policies, FAQs, user manuals, and support content. Expert in simplifying complex technical concepts, managing content lifecycles, and driving localization strategies. Skilled in using Microsoft Writing Style Guide to ensure clarity, consistency, and accessibility.

Core Competencies

- IT Communications & Content Strategy
- Knowledge Base & User Documentation
- Microsoft Writing Style Guide
- Cross-Functional Collaboration
- Content Lifecycle Management
- Technical Editing & QA
- Localization & Globalization
- GitHub, VS Code, SharePoint, Dynamics 365
- AI Content Tools (ChatGPT, Microsoft Copilot, GitHub Copilot)
- Microsoft Office Suite (Word, Excel, PowerPoint, Visio)

Professional Experience

Steyer Content (Assignment with Microsoft)

Senior Technical Writer and Editor, FastTrack for Microsoft 365 Learn Team
February 2016 – June 2025

- Led content strategy, creation, and maintenance for customer-facing and internal documentation.
- Created, edited, and maintained content using AI including ChatGPT, Microsoft Copilot, and GitHub Copilot.
- Created and published quick start guides, support articles, policies, FAQs, white papers, and onboarding collateral.
- Managed monthly updates to high-traffic documentation on learn.microsoft.com.
- Applied Microsoft Writing Style Guide and accessibility standards to deliver consistent, user-friendly content.
- Partnered with SMEs, legal, project managers, and developers to validate and review technical documentation.
- Coordinated localization efforts for content in 11+ languages; managed external translation

vendors.

- Utilized GitHub, VS Code, and Dynamics 365 for version control and publishing; maintained tracking in Azure DevOps and SharePoint.

Wadeware LLC (Assignment with Microsoft)

Senior Technical Writer and Editor, Office 365 Online Services

June 2011 – July 2015

- Developed user-centric documentation for deployment, administration, and troubleshooting of Office 365 services.
- Simplified SME-authored content into clear, concise resources for technical and non-technical users.
- Produced content for multiple formats: web pages, service descriptions, UI text, and internal bulletins.
- Delivered video tutorials and visual content using Camtasia and Microsoft tools.
- Supported complex product documentation efforts involving Exchange, Lync/Skype Online Dedicated environments.

Areas of Expertise

- Microsoft 365 and Office 365 Documentation
- learn.microsoft.com Articles
- GitHub Repository Management
- VS Code Authoring
- Technical White Papers
- UX Text & Flow
- Knowledge Management Systems
- Internal Style Guides
- Video Tutorials & Demos
- Email & Policy Communications

Technical Skills

- Microsoft Copilot, ChatGPT, GitHub Copilot
- Windows 11/10/8/7, MacOS, iOS
- Microsoft 365 (Word, Excel, PowerPoint, Outlook, Teams, Visio)
- SharePoint (2016, 2019, Online), OneDrive
- Azure DevOps, GitHub, VS Code, Dynamics 365
- Markdown, HTML, XML
- Microsoft Copilot, ChatGPT
- Camtasia Studio, DxStudio, Product Studio
- Documentation Studio

Education

Seattle University – MAEd

Oberlin College – BA