Ryan Berg

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Professional Summary

Results-oriented Senior Technical Writer with 10+ years of experience designing, developing, and managing high-impact technical documentation. Adept at simplifying complex technical concepts, managing content lifecycles, and driving localization strategies. Expert in user support documentation, knowledge base articles, technical white papers, and UX-focused content. Skilled in using Microsoft Writing Style Guide, docs-as-code workflows, GitHub, and AI-driven tools (ChatGPT, Copilot). Demonstrated ability to collaborate with engineers, product managers, and global teams to deliver accurate, accessible, and consistent documentation.

Core Competencies

• Technical Content Development (User Guides, KBs, White Papers)
• Cross-Functional Collaboration & Stakeholder Engagement
• Git-Based Version Control & Docs-as-Code Workflows
• Microsoft Writing Style Guide & Style Guide Adherence
• AI-Enhanced Documentation Tools (ChatGPT, Copilot)
• Content Lifecycle Management & Localization
• Knowledge Management & Process Improvement
• UX Content & Information Architecture
• Technical Editing, QA, & Peer Review
• Microsoft Office Suite, SharePoint, Dynamics 365

Professional Experience

Steyer Content (Assignment with Microsoft)
Senior Technical Writer and Editor, FastTrack for Microsoft 365 Learn Team
February 2016 – Present

• Lead content strategy, creation, and maintenance for customer-facing and internal documentation.
• Create, edit, and maintain content using AI including ChatGPT, Microsoft Copilot, and GitHub Copilot.
• Create and publish quick start guides, support articles, policies, FAQs, white papers, and onboarding collateral.
• Manage monthly updates to high-traffic documentation on learn.microsoft.com.
• Apply Microsoft Writing Style Guide and accessibility standards to deliver consistent, user-friendly content.
• Partner with SMEs, legal, project managers, and developers to validate and review technical documentation.

- Coordinate localization efforts for content in 11+ languages; manage external translation vendors.
- Utilize GitHub, VS Code, and Dynamics 365 for version control and publishing; maintain tracking in Azure DevOps and SharePoint.

UW Medicine (Assignment with Aquent)
Senior Technical Writer and Editor, Revenue Cycle Operations Epic Training Team (ERCO)
July 2015 – October 2015

- Led review, editing, and revision of Epic Resolute Hospital Billing training materials.
- Created and enhanced content including training guides, PowerPoint decks, lab exercises, and style guides.
- Customized materials for target audiences (coders, billing staff) and ensured clarity and engagement.
- Conducted QA validation of training exercises; collaborated with SMEs and PMs for accuracy.
- Managed documentation projects to align with training schedules and milestones.

Areas of Expertise
- Microsoft 365 and Office 365 Documentation
- AI Tools (ChatGPT, Copilot) for Content Creation
- Knowledge Base Documentation, Knowledge Management Systems
- learn.microsoft.com Articles
- GitHub Repository Management
- VS Code Authoring
- Technical White Papers
- UX Writing, Content Architecture, and Navigation
- Localization and Globalization
- Internal Style Guides
- Video Tutorials & Demos

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
- Camtasia Studio, DxStudio, Product Studio, Documentation Studio

Education
Seattle University – MAEd
Oberlin College – BA