

Kati Paizee | Technical Writer and Technical Writing Manager

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Technical writing manager at GitLab (June 2022 – November 2024)

- Managed a team of nine technical writers, including intermediate, senior, and staff writers.
- Regularly rebalanced team assignments to meet resourcing needs for high-priority projects (such as AI projects) and product groups, while ensuring a manageable workload for writers.
- Set quarterly Objectives and Key Results (OKRs) to drive improvements and meet roadmap objectives. These included doc restructuring, reviewing for accuracy, and adding tutorials.
- Reviewed resumes and interviewed candidates (50+) for writer and manager roles.
- Coached writers in specific development areas, such as writing skills. Helped set priorities and focus on business objectives.
- Provided feedback on performance and growth during regular 1:1s and annual performance reviews. Provided input to promotions.
- Encouraged open-source documentation contributions. Led a [docs-only hackathon](#) in January 2023 that generated hundreds of merge requests from contributors.
- Maintained and improved a suite of data and metrics about the GitLab documentation in spreadsheets, Sisense, and Tableau.
- Improved and streamlined team processes. For example, optimising a rotation schedule in the team, and proposing [guidelines](#) for adding Vale rules.

Senior technical writer at GitLab (March 2021 – June 2022)

- Reviewed, edited, and wrote documentation for new and existing GitLab features. Focused on third-party integrations (such as Jira), and Growth (new users).
- Worked in a docs as code environment. Authored content in Visual Studio Code in markdown, in source control (Git), and ran GitLab pipelines to build content.
- Edited and collaborated on documentation written by developers, product managers, open-source contributors, and other writers for structure, tone, and style.
- Interviewed and mentored technical writers.
- Worked with UX designers to add and improve copy in the GitLab user interface.
- Contributed improvements to documentation processes, tools, and the style guide.
- Took part in regular chores to address documentation debt, such as broken external links.
- Worked with technical writing leadership to drive OKRs to improve the [findability](#) and [scope](#) of tutorials in documentation.
- Helped maintain the docs toolchain by fixing pipelines and updating Docker images.
- Took part in cross-team initiatives, including a working group to improve the GitLab APIs.

Senior technical writer at Amazon Web Services (July 2019 – November 2020)

- Wrote and maintained user guides, API references, and command line interface (CLI) documentation for the [Amazon VPC](#) services and [AWS VPN](#) services.
- Worked with engineers, product managers, and other subject matter experts to write content for new features and to review and update existing content.
- Worked with editors to implement and improve the AWS writing style guide.
- Provided or reviewed user interface (UI) text and customer-facing error messages.
- Responded to documentation feedback from customers in trouble tickets and GitHub pull requests in the open-source AWS documentation repositories.
- Authored content in Oxygen XML editor using Amazon-flavoured DocBook XML, in source control (Git), and ran documentation builds using Amazon tooling.

- Reviewed trends and metrics to identify gaps and areas of improvement for documentation.
- Reviewed and tested new EC2 APIs and made recommendations about naming and structure.
- Interviewed (40+) and mentored new writers.
- Took part in company-wide initiatives. These included reviewing business documents across various departments for style and structure, and contributing to a mentoring program.

Senior technical writer at Amazon Prime Video (May 2018 – July 2019)

- As the first and only writer, established documentation processes for the Prime Video backend engineering team, including a ticket queue, style guide, code reviews, and tenets.
- Helped implement and lead a migration from Confluence to docs as code (Git and Jekyll).
- Onboarded new documentation to the web portal, and managed a documentation roadmap.
- Reviewed, updated, and improved existing documentation and UI text.
- Worked with the web portal team to develop metrics for understanding user interaction.
- Maintained an internal wiki explaining how to create and update the documentation.

Senior technical writer and manager at Amazon Web Services (March 2013 – May 2018)

- Wrote and maintained user guides, API references, and command line interface (CLI) documentation for [Amazon EC2](#), [Amazon VPC](#), and [AWS Direct Connect](#). Significant projects included writing a new guide for VPC Peering, and all the documentation for the IPv6 release.
- From February 2017, I managed a team of two EC2 technical writers in Cape Town.
- Responded to documentation feedback from customers.
- Worked with editors to implement and improve the AWS writing style guide.
- Reviewed trends and metrics to identify gaps and areas of improvement for documentation.
- Provided or reviewed user interface text for the EC2, Direct Connect, and VPC web consoles.
- Reviewed and tested new EC2 APIs and made recommendations about naming and structure.
- Mentored new writers and provided managerial support for my team (performance reviews, 1:1s, coaching, mentoring).

Senior technical writer and manager at CSG International (March 2009 – February 2013)

- Wrote and maintained user guides for CSG software (telecommunications billing management software). From 2011, I managed a team of five technical writers.
- Migrated the documentation tooling from Emacs to Oxygen XML editor to enhance productivity, and implemented daily documentation builds using Jenkins.
- Formalised documentation processes and maintained the writing style guide.
- Provided managerial support for my team (performance reviews, 1:1s, coaching, mentoring).
- Supported and enhanced the documentation toolchain (DocBook XML and Ant builds).

Earlier roles

- **Senior instructional writer at Laragh Courseware (March 2007 – February 2009):** Wrote software and business e-learning courses for MS Office, Adobe, and PMBOK.
- **Author for Nelson Thornes Publishers (contract, August 2008 – July 2009):** Commissioned to write a high school textbook, *IT for CSEC*, according to the Caribbean CXC CSEC syllabus.
- **Overwriter for Pearson Education (contract, April 2008 – July 2008):** Commissioned to restructure and revise a law textbook, *Introduction to Law*, for FET college level.

Education: Bachelor of Laws (LLB) and Bachelor of Commerce in Economics and Law (BCom), University of Cape Town.