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[Senior Technical Writer](#) at Bitvavo

Hello there, I'm Stra! I love language, technology, and learning. Creating intuitive, user-friendly, and accessible documentation that solves problems is what I do best. I strongly believe that everyone can contribute, so I focus on including different perspectives from my peers, users, and the community. While I feel most at home in a docs-as-code setup, I am also comfortable with enterprise CMS frameworks. In my mind, the reader's point of view determines how we should create our products. My mission is to help and educate, starting with the people around me to the end users.

EXPERIENCE

Bitvavo – Senior Technical Writer

November 2024 - Current

- **Information architecture and UX:** Restructured the entire [documentation site](#), revamping navigation, TOCs, breadcrumbs, and content hierarchy. This significantly improved discoverability, user flow, and documentation cohesion across domains.
- **End-to-end content ownership:** Authored and maintained all public and internal documentation as the sole technical writer. Rewrote the full API reference, introduced new content types, and collaborated with multiple exchange domain teams while supporting API docs for additional domains.
- **Docs platform engineering:** Migrated the docs stack to a new SSG as the sole docs tooling developer, implementing custom widgets for search, API rendering, navigation, analytics, and feedback, and building the groundwork for a scalable docs ecosystem.
- **Publishing pipeline and quality automation:** Built a robust CI-based publishing pipeline with staging and production environments, automated linters, quality gates, and content validation workflows to ensure consistent, high-quality releases.
- **Cross-domain technical leadership:** Contributed to product planning with PMs and engineering leads. Started an API governance initiative with staff engineers to standardize public API design principles (such as naming, authentication, rate limits, error handling, and backward-compatible change management).
- **Product design collaboration:** Partnered with product and engineering to design the upcoming account management portal for prime brokers, defining documentation, UX requirements, and integration flows.

Adyen – Technical Writer

November 2021 – November 2024

- **Information architecture:** Revamped the [IPP docs](#) to enhance navigation and reduce clutter, resulting in a 25% increase in targeted traffic, decreased bounce rates, and improved SEO.
- **Comprehensive documentation:** Collaborated with development and product to document the entire IPP product portfolio, including cloud and local point-of-sale integration, payment processing, special user flows, and payment terminal manuals.
- **API specs management:** Wrote and maintained specifications for multiple APIs in the source code and migrated references from docs to the [API explorer](#).
- **OpenAPI specs mapping:** Converted a non-REST API to OpenAPI specs and coordinated with engineers to develop a script, adjust tools, and set up a pipeline for publishing the official [Terminal API](#) reference.
- **API review group impact:** Influenced API design decisions as a member of the API review group, enhancing overall feature and endpoint consistency.
- **User insight and analytics:** Leveraged analytics and user interviews to gain insights into user needs and monitor documentation improvements.

ProGlove – Technical Writer

July 2020 – October 2021

- **Docs website:** Single-handedly built the [ProGlove docs website](#), migrating developer documentation into an XML authoring tool, and designing information architecture, UX components, media, and feedback widgets.
- **Process improvements:** Developed and implemented contributing and reviewing processes between documentation, product, development, and QA. Eliminated review bottlenecks and expedited content publication.
- **Developer portal:** Authored and maintained the developer documentation portal through multiple product release cycles, using Markdown, VS Code, Git, GitPages, Travis CI, and Amazon S3.
- **Docs tooling:** Worked with multiple teams to create an automated pipeline that synced SDK and API pages.
- **Targeted enhancements:** Focused on specific documentation enhancements as quarterly OKRs, based on internal stakeholder feedback to address support and operations teams' pain points.

BlackRock – Technical Writer

February 2020 – July 2020

- **Agile SDLC:** Authored software documentation within agile development teams, emphasizing content reuse, single sourcing, and establishing documentation processes.
- **Taxonomy improvements:** Categorized documentation topics for multiple products and maintained taxonomies as a single source of truth.

eFront – Junior Documentation Engineer

March 2019 – February 2020

- **Internal developer docs:** Created comprehensive product documentation for a new in-house image-to-text application, including setup instructions for .NET projects and environment configurations.
- **Product manual:** Authored a 150-page product manual for eFront Insight, an investor engagement platform for fund managers to compare investment performance using analytics dashboards and benchmarks.
- **Team contribution:** Actively participated in agile ceremonies, contributing to sprint planning, story refinement, and product reviews and demos.
- **API docs:** Authored and maintained API documentation in the source code using OpenAPI, Visual Studio, and Git.

NCR – Incident Management Agent

March 2015 – March 2019

- **Technical communication under pressure:** Served as the primary communication link between Customer Engineers, logistics teams, clients, and third-party vendors during live ATM incidents, translating technical issues into clear, actionable guidance for on-site personnel.
- **Process and protocol documentation:** Enforced and applied security protocols and resolution procedures across high-stakes engineering calls, developing familiarity with structured incident response workflows that later informed documentation of similar runbooks and SOPs.
- **Cross-functional coordination:** Managed incident resolution across multiple stakeholders simultaneously, building the communication and prioritization skills central to technical writing in fast-paced, cross-domain environments.