Eliza Lenz

Edmonton area, AB, Canada | 587-597-3076 | hello@elizalenz.com | elizalenz.com

PROFESSIONAL SUMMARY

Technical writer and knowledge management specialist with 13 years of experience developing and managing customer-facing and internal documentation for complex software products. Leads documentation planning, knowledge-base operations, and process improvements across product teams. Builds practical AI-assisted workflows using Rovo, Copilot, and Glean to support documentation triage, drafting, and support-ticket analysis.

CORE EXPERTISE

Documentation strategy and operations • Knowledge-base administration and information architecture • End-user guides and release notes • AI-assisted documentation workflows • Content migration and editorial review • Jira and Confluence • SME coordination • Writer mentoring and work allocation

PORTFOLIO

Northstar Cloud Knowledge Base | https://docs.elizalenz.com

Designed and authored a public documentation portfolio featuring task-based end-user guides, release notes, information architecture, editorial decisions, and AI-assisted documentation practices.

PROFESSIONAL EXPERIENCE

Lead Technical Documentation Specialist | Kinective | Apr 2021 – Present

- Own customer and internal documentation for 40 software products, overseeing approximately 1,000 documents and a knowledge base of 32,000 articles across product releases and updates.
- Plan and prioritize documentation work in Jira, coordinating scope, reviews, deadlines, and source information with Product, Engineering, QA, Support, and other teams across time zones.
- Established centralized release tracking that links Jira tickets, documentation impact, assigned SMEs, target guides, open questions, and review status.
- Built documentation agents for triage, drafting, and support-ticket review using enterprise AI tools. For one major general-availability release, assessed nearly 300 documentation-labeled Jira tickets and identified dozens needing follow-up or reclassification.
- Designed an AI-assisted documentation workflow to address reduced writing capacity, including a QA liaison role and Jira process changes to improve source completeness before drafting in Glean.
- Create and maintain user guides, release notes, system requirements, API guides, onboarding materials, and upgrade instructions across multiple product suites.
- Administer Confluence, oversee content migrations from Word, PDF, and HTML, and built a customer-facing documentation site using Scroll Viewport and Scroll Sites.
- Created and managed a technical documentation SharePoint site with PDF exports of the user guides.
- Managed and mentored two junior technical writers, including assigning work, reviewing deliverables, and evaluating performance.
- Selected for the internal AI Champion program and organized a hackathon team exploring practical applications of AI.

Senior Technical Writer | Resolver Inc. | Oct 2015 – Apr 2021

- Documented up to eight enterprise risk and incident management products, including user guides, release notes, system requirements, and knowledge-base articles.
- Improved the customer knowledge base through content audits, article and search analytics, redesign work, and migration of legacy Word, PDF, and HTML content.
- Established style guides and documentation request processes, selected tools, and reviewed the work of a junior writer.
- Worked with Product, Engineering, QA, Customer Success, and Support to verify technical accuracy and resolve documentation-related customer issues in Jira.

Contract Technical Writer | Intuit Canada Inc. | Oct 2014 – Jul 2015

- Created and localized single-source QuickBooks Online help and walkthrough videos for nine locales using MadCap Flare and Capture.
- Researched regional tax and bookkeeping requirements and worked with analysts and developers on QuickBooks and Intuit tax-product help.

Casual Technical Writer | SWAT Inc. | Sept 2013 – Oct 2017

- Wrote industrial safety manuals, procedures, policies, hazard assessments, and emergency response plans. Materials were reviewed and accepted by Suncor, CNRL, and Iris NDT.

EDUCATION

Bachelor of Applied Communications in Professional Writing | MacEwan University | 2013
Dean's List; Dean's Medal for Academic Excellence; highest GPA in the Faculty of Arts

Web Technologies Courses | BCIT | 2018 — HTML, CSS, JavaScript

Legal Assistant Diploma | Red Deer College | 2006 — Honour Roll