

LISA BIELIK

SENIOR TECHNICAL WRITER | DOCUMENTATION LEAD

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Dynamic Technical Writer based in Northeast Ohio with experience creating high-quality documentation for SaaS products. Highly skilled at translating complex technical concepts into clear, accessible content for both technical and non-technical audiences. Proven ability to develop comprehensive documentation ecosystems that scale—help centers, developer portals, video tutorials, interactive training materials—while driving consistency, accuracy, and adherence to brand standards. Expert in structured authoring, content reuse, and information architecture, with significant experience using docs-as-code, as well as a variety of CMSs including MadCap Flare, Paligo, and Document360. Thrives in a fast-paced agile environment.

SKILLS

- Content development
- Open-source documentation
- Content reuse
- HTML and React
- OpenAPI
- Agile
- Structured authoring
- Information architecture
- Content strategy
- Hugo and Jekyll
- Git
- Adobe Acrobat, Photoshop, InDesign, Illustrator
- Release notes
- API and SDK documentation
- CSS
- Redocly
- Jira and Confluence
- Camtasia and Loom

RELEVANT EXPERIENCE

DOCUMENTATION LEAD

01/2021 - present

Hyperproof - Seattle, WA | Remote

Hyperproof is the company behind the GRC platform of the same name that streamlines compliance and risk management through workflow automation, audit readiness, and risk reduction.

- Built the entire documentation ecosystem from the ground up, including the help center, best practice guides, configuration guides, and release notes, using a docs-as-code approach (Hugo, Markdown, Git). Currently working on building the new API site with Redocly.
- Led the migration from docs-as-code to Paligo, increasing content reuse and structural consistency by 80% and establishing scalable version-control and lifecycle standards
- Spearheaded the growth of the help center to nearly 700 articles, improving clarity of complex concepts and driving a 20% reduction in support tickets
- Produced 65+ video tutorials, 25 micro-learning clips, and 10 best-practice guides, significantly expanding self-service training resources
- Increased feature adoption by 23% through targeted in-app walkthroughs and guided UI flows (WalkMe and Intercom)
- Applied feedback and analytics to implement information architecture improvements that increased search and discoverability by 52%
- Incorporated user feedback to deliver 160 targeted content updates in 2025, directly addressing customer needs and improving overall content quality
- Uses AI tools such as ChatGPT, Claude, and Gemini to speed up drafting, simplify updates, and enhance clarity and consistency across documentation

LISA BIELIK

SENIOR TECHNICAL WRITER

RELEVANT EXPERIENCE CONTINUED

SENIOR TECHNICAL WRITER

04/2015 - 12/2020

- eyeo GmbH - Cologne, Germany | Remote
- eyeo is the open-source company behind Adblock Plus and AdBlock, focused on improving the online experience by blocking intrusive ads and enabling a fair value exchange with its Acceptable Ads standard.*
- Created the Adblock Plus help center from scratch, establishing a scalable, open-source-aligned documentation framework that improved user support and content consistency
 - Developed company-wide documentation policies and processes, increasing content consistency and accuracy by 90%
 - Created and implemented documentation procedures within the product release cycle, achieving nearly 100% documentation coverage for product updates and reducing post-release content gaps
 - Established a content localization workflow using crowdsourcing, enabling simultaneous release of documentation in 20+ languages while cutting translation costs by nearly 75%
 - Strengthened cross-team communication between relevant stakeholders, improving alignment and reducing rework caused by unclear or incomplete requirements
 - Supported multiple departments with high-quality content, contributing to marketing assets, HR documentation, training materials, and internal knowledge resources

TECHNICAL WRITER

01/2011 - 03/2015

- Turning Technologies - Youngstown, OH | On-site
- Turning Technologies delivered audience response hardware and interactive learning software that supported real-time polling, assessment, and engagement across education and enterprise environments.*
- Authored, edited, and maintained 300+ technical, training, support, and integration documents across Linux, macOS, Windows, Android, and iOS, expanding product knowledge coverage and improving user enablement
 - Implemented desktop publishing and streamlined localization workflows, reducing translation and production costs by roughly \$50,000 annually while improving global release readiness across 10 languages
 - Created and maintained fully versioned release notes for every product update, ensuring accurate, timely communication across global user bases
 - Developed reusable CSS templates for MadCap Flare, standardizing formatting and cutting formatting-related revisions by 80%
 - Expanded the documentation database by 65%, increasing content coverage and significantly improving help-center accessibility and search success rates

EDUCATION

M.A. IN HISTORY	B.A. IN HISTORY; GERMAN MINOR
Youngstown State University	Youngstown State University
Published thesis	09/2001 - 12/2005
01/2006 - 12/2007	