

RACHEL RELAT

Senior Technical Writer | Documentation Strategy & Information Architecture

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PROFILE

Documentation leader with nearly a decade in software technical writing, specializing in turning fragmented content into coherent, maintainable documentation systems. I have rebuilt a SaaS help center from the ground up, planned and overseen a structured-content migration, consolidated developer and support documentation, and created the standards and working practices that keep documentation useful after the initial overhaul. My strongest work sits where information architecture, editorial judgment, product knowledge, and cross-functional ownership meet.

WHAT I BRING

- Documentation architecture: information architecture, content models, navigation, content boundaries, audits, consolidation, pruning, and ground-up redesign.
- Developer and API documentation: onboarding, integration guidance, API documentation, release-driven updates, and hands-on validation of API documentation with Postman.
- Durable documentation operations: style guides, glossaries, review standards, governance, release workflows, and processes that make documentation part of product delivery.
- Independent ownership in distributed SaaS teams, working directly with Product, Engineering, Support, Customer Success, and localization stakeholders.
- Leadership without unnecessary hierarchy: acting-lead responsibility, mentoring and onboarding writers, setting standards, and giving contributors a clear framework in which to work.

EXPERIENCE

Senior Technical Writer | Oct 2022 - Apr 2026

Language IO (*Remote*)

- Owned and rebuilt the company Help Center from the ground up, redesigning its information architecture, navigation, visual presentation, article structure, and editorial baseline.
- Audited and rewrote the documentation against ASD-STE100 principles, establishing a clearer and more consistent editorial baseline across customer-facing content.
- Documented API and product workflows, including developer-facing material and Self-Service Portal onboarding; personally tested API documentation with Postman to validate the documented experience.
- Created documentation governance and working processes, and worked directly with Product, Engineering, Support, and other stakeholders to keep documentation aligned with a fast-changing SaaS product.
- Operated with broad autonomy as the documentation owner, balancing immediate release needs with longer-term structural improvements.

Senior Technical Writer / Acting Lead | Jan 2021 - Oct 2022

GreenPowerMonitor (DNV) (*Barcelona, Hybrid/Remote*)

- Planned and oversaw the migration of a large Word/PDF documentation estate into Heretto CCMS using DITA, moving the team toward structured, reusable content and a maintainable publishing model.
- Launched and structured a customer-facing Help Center while defining the supporting style guide, glossary, documentation standards, and docs-as-code practices.
- Served as Acting Lead, mentored and onboarded writers, coordinated documentation priorities, and helped establish a more consistent documentation function.
- Improved localization and LSP workflows so multilingual documentation could be maintained more predictably alongside source content.

EXPERIENCE (CONT'D)

Technical Writer | Dec 2017 - Jan 2021

Inbenta (*Barcelona*)

- Managed and developed documentation for an AI/NLP SaaS platform, including API and product portals serving technical and non-technical audiences.
- Consolidated developer, Help Center, and internal documentation, reducing fragmentation and creating clear ownership and content boundaries.
- Defined documentation workflows within Agile product development and established style and terminology practices across a growing product suite.
- Worked closely with engineers and product stakeholders to turn evolving technical behavior into usable customer and developer documentation.

Technical Writer & Translator | Jan 2017 - Nov 2017

SDP Ibérica (*Barcelona*)

- Produced and maintained software product documentation and helped move legacy content from document-based delivery to an online documentation portal.
- Combined technical writing and localization experience to improve the consistency and usability of multilingual product content.

EARLIER EXPERIENCE

Localization, content, publishing, and technical-production work from 2006 onward, providing the editorial, multilingual, and production background that preceded my move into full-time software documentation.

Localization Management Consultant, Freydia Studios | 2015 - 2017

Content creation, Localization and Desktop Publishing, Web design, Branding, Marketing & Corporate communication.

Project Management, Localization Engineering, IT & Desktop Publishing, TransPerfect | 2006 - 2016

Progressed through technical-production and onboarding responsibilities including workflow design, content analysis, QA, troubleshooting, department creation, training, and mentoring. This editorial, multilingual, and production background led into full-time software documentation.

TOOLS & WORKING METHODS

Documentation: Heretto / DITA, Zendesk Guide, Markdown, docs-as-code workflows, FrameMaker

Delivery & validation: Jira, Agile / Scrum, Postman

Core practice: information architecture, structured content, content audits, style systems, localization workflows

LANGUAGES & CERTIFICATION

French - native • **English** - native level • **Spanish** - native level

Certified Scrum Product Owner (Scrum Alliance), issued 2024; certification expired July 2026.