

RACHEL RELAT

Senior Technical Writer | Documentation Strategy & Information Architecture

Barcelona, Spain • [linkedin.com/in/rrelat](https://www.linkedin.com/in/rrelat) • www.freylia.net • rrelat@freylia.net

PROFILE

I build and restructure documentation systems for SaaS products. At Language IO, I rebuilt the Help Center from the ground up; at GreenPowerMonitor, I planned and oversaw a structured-content migration; at Inbenta, I consolidated developer, customer, and internal documentation. My work combines information architecture, technical writing, localization, and the processes needed to keep documentation maintainable as products evolve.

CORE EXPERTISE

Documentation architecture and migration • API and developer documentation • DITA / structured authoring • Help Center ownership • Editorial governance • Docs-as-code workflows • Localization engineering and multilingual publishing • Mentoring and cross-functional processes

EXPERIENCE

Senior Technical Writer | Oct 2022 - Apr 2026

Language IO (*Remote*)

- Owned and rebuilt the company's Zendesk-based Help Center from the ground up; redesigned its information architecture, navigation, visual presentation, article structure, and editorial discipline.
- Audited and rewrote the documentation against ASD-STE100 principles; established 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.
- Established documentation governance, style and terminology standards; worked directly with Product, Engineering, Support, and other stakeholders while operating autonomously as documentation owner.
- Balanced release-driven documentation work with longer-term structural improvements to the documentation estate.

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; moved the team toward structured, reusable content and a maintainable publishing model.
- Launched and structured a customer-facing Help Center; defined the supporting style guide, terminology 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 language-service-provider workflows to support multilingual documentation maintenance.

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; reduced fragmentation and clarified content ownership.
- 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*)

- Helped the company migrate document-based content to an online portal.
- Produced and maintained software product documentation.
- Combined technical writing and localization experience to improve multilingual product documentation; onboarded and mentored new hires.

EARLIER EXPERIENCE

Localization Management Consultant, Freyria 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

Technical-production and localization experience spanning file preparation and conversion, desktop publishing, content QA, troubleshooting, and multilingual publishing. Helped establish and develop a DTP department, including training and mentoring. Created cross-functional publishing workflows, and advised other departments on content and production processes.

EDUCATION

D.E.S.S Langues & Technologies (Master's Degree) | 2003

Université du Littoral Côte d'Opale (Boulogne-sur-Mer, France)

TOOLS & WORKING METHODS

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

Delivery & validation: Jira, Agile / Scrum, Postman

Other: HTML/CSS, Adobe Creative Suite

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.