ELIZA LENZ

Knowledge Management & Documentation Operations | AI-Assisted Workflows

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

Portfolio Site | Northstar Cloud Knowledge Base | GitHub

PROFESSIONAL PROFILE

Technical documentation and content professional with 13 years of experience making complex software information clear, accurate, and accessible. Expertise in content strategy, information architecture, editorial standards, and cross-functional collaboration. Extensive hands-on experience designing AI-assisted content workflows, evaluating generated content, and establishing processes that improve quality, consistency, and efficiency while maintaining human oversight.

CORE EXPERTISE

Knowledge management & governance • Information architecture • Knowledge-base administration • Content audits & migration • AI-assisted documentation workflows • Editorial review & quality assurance • Jira triage & release coordination • Cross-functional SME collaboration

PROFESSIONAL EXPERIENCE

Lead Technical Documentation Specialist — Kinective | Apr 2021–Dec 2026

- Designed and built AI-assisted content workflows and tools, including a documentation triage agent that identifies missing information, ambiguous requirements, and content requiring human review. Tested against large GA releases containing hundreds of tickets, with estimated savings of up to one week of manual review and information gathering per release.
- Used Rovo, Copilot, and Glean for documentation workflows, content evaluation, knowledge retrieval, quality assurance, and process improvement.
- Developed documentation process improvements, including a QA liaison workflow to validate technical requirements, resolve information gaps, and improve source accuracy before human or AI-assisted content development.
- Collaborated with Product, Engineering, QA, Implementation, and other stakeholders to clarify requirements, resolve content gaps, and ensure information accurately reflected product functionality.
- Managed documentation operations across 40+ software products and more than 32,000 Confluence articles, coordinating content updates, reviews, and publication across concurrent release cycles.
- Established editorial standards, style guides, and review processes to improve content quality, consistency, and usability across products.
- Designed, implemented, and maintained a customer-facing documentation site, organizing and migrating content to improve accessibility and navigation.
- Wrote and edited user guides, onboarding content, release communications, and other customer-facing materials, translating complex technical information into clear, actionable instructions.
- Led and mentored two technical writers over four years, providing editorial direction, reviewing deliverables, and maintaining documentation quality standards.
- Selected for an internal AI Champion initiative and led a hackathon team.

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

- Developed documentation for up to eight enterprise risk and incident-management products, including user guides, release notes, system requirements, and knowledge-base content.
- Improved the customer knowledge base through content audits, analytics review, information redesign, and migration of legacy content.
- Established style guides and documentation request processes, evaluated documentation tools, and reviewed a junior writer’s work.

- Partnered with Product, Engineering, QA, Customer Success, and Support to verify accuracy and resolve customer-facing documentation issues.

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

- Created and localized single-source QuickBooks Online help and walkthroughs for nine locales using MadCap Flare and Capture.
- Researched regional tax and bookkeeping requirements in collaboration with analysts and developers.

Casual Technical Writer — SWAT Inc. | Sep 2013–Oct 2017

- Authored safety manuals, policies, procedures, hazard assessments, and emergency-response plans for industrial clients.

SELECTED PORTFOLIO PROJECT

Northstar Cloud — Independently designed and authored a sample customer knowledge base demonstrating user-focused content, information architecture, editorial standards, and content governance. Also developed an AI-assisted documentation triage prototype emphasizing content quality, requirements evaluation, and mandatory human review.

TOOLS & TECHNICAL FAMILIARITY

Confluence, K15t, Scroll Viewport/Sites, Jira, KnowledgeOwl, ClickHelp, SharePoint, MadCap Flare, Microsoft Office, Snagit, Rovo, Copilot, Glean, ChatGPT; Markdown, GitHub, HTML/CSS, and prior DITA experience.

EDUCATION

- Bachelor of Applied Communications in Professional Writing — MacEwan University (2013); Dean's Medal for Academic Excellence, Dean's List
- Web Technologies — BCIT (2018) | Legal Assistant Diploma — Red Deer College (2006)