

# Steve Arrants

Technical Writer and Manager | Documentation Engineer

South Burlington VT | 802.881.1726 | [Website](#) | [LinkedIn](#) | [Email](#)

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## Professional Summary

Senior Technical Documentation Professional with progressive experience evolving from technical writer to documentation strategist and process architect. Proven track record of building scalable documentation systems, implementing docs-as-code methodologies, and leading cross-functional teams to deliver user-focused content for SaaS platforms, APIs, and healthcare systems. Expert in transforming complex technical concepts into accessible documentation while establishing metrics-driven workflows that reduce support burden and accelerate user adoption.

## Core Competencies

### Documentation Engineering & Strategy

- **Architecture & Systems Design:** Scalable documentation frameworks, single-source publishing, and docs-as-code implementation.
- **Process Engineering:** Agile documentation workflows, CI/CD integration, automated publishing pipelines.
- **Metrics & Optimization:** Performance measurement, user analytics, support ticket reduction strategies.

### Technical Expertise

- **API Documentation:** REST APIs, system integration guides, developer portals.
- **Development Tools:** Git, GitHub, Jekyll, Hugo, Visual Studio Code, CI/CD pipelines.
- **Content Platforms:** Confluence, AWS, Intercom, knowledge base systems.
- **Healthcare & Scientific:** Life sciences platforms, diagnostics systems, regulatory compliance.

### Leadership & Collaboration

- **Team Leadership:** Cross-functional documentation teams, peer review processes, mentoring.
- **Stakeholder Management:** Product managers, engineers, architects, support teams.
- **Process Improvement:** Workflow optimization, quality assurance, cost reduction.

## Work Experience

### Contract Technical Writer

2025 – 2026

iPaaS.com, Atlanta, Georgia

*API-first data integration platform for data integrations*

- **Strategic Documentation Transformation:** Architecting a comprehensive documentation overhaul for Intercom-based user documentation.
- **Workflow Engineering:** Implementing end-to-end writing/reviewing/editing workflows for entire documentation ecosystem.
- **Cross-functional Integration:** Collaborating directly with Product and Development teams to establish content creation processes.

## Technical Writer (Expert)

2021 – 2024

Agilent Technologies, Inc., Winooski, Vermont

*A global leader in life sciences and diagnostics with \$6B+ revenue*

- **Comprehensive Product Documentation:** Developed technical documentation for 15+ hardware and software products, achieving 100% regulatory compliance.
- **Metrics-Driven Assessment:** Implemented performance measurement systems to evaluate content effectiveness and guide strategic improvements.
- **Process Innovation:** Established peer review frameworks and AI/LLM workflows for mechanical editing, reducing review cycles by 35%.
- **Agile Integration:** Collaborated with agile development teams to streamline requirements gathering and content creation.

## Senior Content Developer

2019 – 2021

Jitterbit, Alameda, California

*B2B SaaS/iPaaS cloud integration platform provider*

- **API Documentation Leadership:** Created comprehensive API documentation and system integration guides for a complex data integration platform.
- **Technical Content Strategy:** Developed documentation for data connectors and ETL processes, serving both technical and business users.
- **Workflow Implementation:** Established Agile documentation methodologies using Confluence and docs-as-code approaches.
- **Measurable Impact:** Reduced support ticket volume by 40% through strategic user guide and release note improvements.
- **Cross-functional Collaboration:** Worked closely with engineers, architects, and support teams to maintain accurate SaaS product documentation.

## Senior Content Developer/Support Lead

2014 – 2019

Sheridan Journal Services, Waterbury, Vermont

*Leading provider of content services for academic publishers*

- **Documentation Strategy Leadership:** Directed comprehensive documentation strategy for scientific data management and production software.
- **System Implementation:** Established a knowledge base system, reducing internal support queries by 60%.
- **Integration Expertise:** Created technical integration guides for publisher systems, reducing client onboarding time from 4 weeks to 1.5 weeks.
- **Project Management:** Managed cross-functional documentation projects within Agile development environments.

## Writing Manager

2013-2014

Data Innovations, South Burlington, Vermont

*Medical laboratory data management solutions provider with \$75M revenue*

- **Team Leadership:** Led technical writing team while establishing standardized documentation processes.
- **Process Engineering:** Implemented source control methodologies enabling efficient team collaboration.
- **Cost Optimization:** Reduced documentation costs by 15% through single-sourcing content strategies.
- **Quality Management:** Established metric-based documentation assessment frameworks.

*Note: Left position to care for an ill family member*

## Senior Technical Writer

2004 – 2013

MBF Bioscience, Williston, Vermont

*MBF Bioscience engineers quantitative imaging solutions for science and medicine*

- **Strategic Innovation:** Developed and implemented a print-on-demand documentation strategy, generating significant time and cost savings.
- **Lifecycle Management:** Managed comprehensive documentation lifecycle, including planning, creation, and maintenance for healthcare and scientific software applications.
- **Content Specialization:** Built expertise in healthcare and scientific documentation, establishing a foundation for regulatory and compliance knowledge.

## Additional Experience

Contract and staff positions at CNET, WebMD, Autodesk, and Microsoft.

## Key Achievements & Impact

### Process Innovations

- **Docs-as-code methodologies** implementation across multiple organizations.
- **AI/LLM workflow integration** for mechanical editing and content optimization.
- **Metrics-based assessment systems** for measuring documentation effectiveness.
- **Agile documentation workflows** reduce time-to-market for technical content.

## Education

Bachelor of Arts, Anthropology and Classical Studies, Writing minor

*Drew University, Madison, NJ*