

Steve Arrants

Technical Writer & Documentation Engineer

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Summary

Documentation professional with experience in SaaS, APIs, healthcare, and scientific software. Builds the systems, sets the standards, and brings the editorial judgment AI can't replace. Consistent results: less support burden, faster user adoption, documentation that earns its keep.

Tools & Skills

Authoring & publishing: MadCap Flare, Markdown, Git/GitHub/Azure DevOps, Jekyll, Hugo, MkDocs, Visual Studio Code

Platforms: Confluence, Intercom, AWS, Jira

Practices: Docs-as-code, single-source publishing, CI/CD integration, REST API documentation, Agile workflows

AI & automation: Prompt engineering, LLM workflow integration, Claude Agent Skills authoring for structured content generation

Domain: Life sciences, diagnostics, and regulatory compliance documentation

Work Experience

Contract Technical Writer — Green Mountain Docs, LLC

2025–Present

iPaaS.com, Atlanta, Georgia — API-first data integration platform serving mid-market and enterprise customers

- Designing a docs overhaul to migrate content from an ad-hoc Intercom structure to a scalable, maintainable system aligned with product development cycles.
- Built and deployed three Claude Agent Skills (JSON-to-Markdown, mapping table generator, installation doc generator) that automate conversion of iPaaS JSON exports into publication-ready documentation—eliminating hours of manual formatting per integration.
- Reorganized 17 microservice API error files into a three-layer architecture, cutting volume by approximately 70% while improving navigability and maintaining completeness.
- Evaluated a Markdown/Git/MkDocs/Intercom pipeline as a replacement for Word/MadCap Flare, including a hybrid repo structure, phased adoption path, and cost-benefit analysis.
- Working directly with Product and Development to establish content workflows and documentation standards across engineering teams.

Technical Writer (Expert) — Agilent Technologies, Inc., Winooski, Vermont

2021–2024

Global leader in life sciences and diagnostics, \$6B+ revenue

- Wrote technical documentation for 15+ hardware and software products, achieving 100% regulatory compliance across the portfolio.
- Introduced peer review frameworks and LLM-assisted editing workflows, cutting review cycles by 35%.
- Worked with agile development teams to streamline requirements gathering and accelerate content delivery.

Senior Content Developer — Jitterbit, Alameda, California

2019–2021

B2B SaaS/iPaaS cloud integration platform

- Reduced support ticket volume by 40% through targeted improvements to user guides and release notes—one of the highest-impact content initiatives in the company's history at the time.
- Wrote API documentation and system integration guides for a complex data integration platform serving both technical and business users.
- Established Agile documentation workflows using Confluence and docs-as-code approaches.
- Worked with engineers, architects, and support teams to keep SaaS product documentation accurate through rapid release cycles.

Senior Content Developer / Support Lead — Sheridan Journal Services, Waterbury, Vermont

2014–2019
Leading provider of content services for academic publishers

- Built a knowledge base that reduced internal support queries by 60%.
- Wrote integration guides for publisher systems that cut client onboarding from four weeks to one and a half.
- Directed documentation strategy for scientific data management and production software across a multi-product portfolio.

Writing Manager — Data Innovations, South Burlington, Vermont

2013–2014

Medical laboratory data management solutions, \$75M revenue

- Led the technical writing team, establishing standardized documentation processes and source control practices.
- Cut documentation costs by 15% through single sourcing.
- Built metric-based documentation review frameworks adopted across the department.

Senior Technical Writer — MBF Bioscience, Williston, Vermont

2004–2013

Developer of quantitative imaging solutions for science and medicine

- Introduced a print-on-demand documentation strategy that reduced production costs and turnaround time across a catalog of healthcare and scientific software.
- Managed documentation end-to-end—planning, writing, and maintenance—for a suite of healthcare and scientific applications over nine years.

Earlier Experience

Contract and staff technical writing roles at CNET, WebMD, Autodesk, and Microsoft, covering consumer software, enterprise applications, and online help systems.

Education

Bachelor of Arts, Anthropology and Classical Studies — Writing minor

Drew University, Madison, NJ