Kati Paizee | Technical Writer and Technical Writing Leader

Cape Town, South Africa | kati.paizee@gmail.com | Website and writing samples

I am an experienced writer and editor, with a broad range of skills that include creating documentation metrics, developing processes, managing teams, and optimizing for AI tooling. I have authored content ranging from educational courses to technical guides for cloud computing and DevOps software. I also have experience working with remote teams and with open-source software and documentation.

Staff Technical Writer at GitLab (May 2025 - June 2026)

- Developed and maintained a documentation metrics dashboard using Google Analytics, BigQuery, Data Studio (Looker Studio), Tableau, and Google Sheets.
- Ran an annual docs site survey, analyzed and presented results to senior leadership.
- Used data from metrics and surveys to drive improvements to documentation, enhance SEO, and optimize content for AI crawlers.
- Helped maintain the documentation style guide and implement writing standards.
- Reviewed, edited, and wrote GitLab user documentation and user interface text.
- Mentored writers on writing skills, information architecture, and best practices.
- Used AI tools to enhance and complement documentation processes.
- Collaborated with engineers, designers, analysts, and product managers on cross-functional projects.
- Coached open-source contributors during hackathons.

Technical Writing Manager at GitLab (June 2022 - November 2024)

- Managed a global team of nine technical writers.
- Regularly rebalanced team assignments to meet resourcing needs for high-priority projects, while ensuring a manageable workload for writers.
- Helped set quarterly Objectives and Key Results (OKRs) to drive roadmap objectives. These included doc restructuring, reviewing for accuracy, and adding tutorials.
- Interviewed candidates (50+) for writer and manager roles.
- Coached writers on writing skills, helped set priorities and business objectives.
- Provided feedback on performance and growth during regular 1:1s and annual performance reviews. Provided input on promotions.
- Encouraged open-source documentation contributions. Led a docs-only hackathon in January 2023 that generated hundreds of merge requests from contributors.
- Maintained a suite of documentation metrics in spreadsheets, Sisense, and Tableau.
- Improved and streamlined team processes.

Senior Technical Writer at GitLab (March 2021 - June 2022)

- Reviewed, edited, and wrote documentation for new and existing GitLab features. Worked in a docs-as-code environment. Authored content in Markdown using Visual Studio Code and Git source control, and ran GitLab pipelines to build content.
- Edited and collaborated on documentation written by developers, product managers, open-source contributors, and other writers for structure, tone, and style.

- Worked with UX designers to add and improve copy in the GitLab user interface.
- Contributed to documentation processes, tooling, and the style guide.
- Worked with leadership to drive OKRs to improve the findability and scope of tutorials in documentation.
- Took part in cross-team initiatives, such as a working group for the GitLab APIs.

Senior Technical Writer and Manager at Amazon (March 2013 - November 2020)

- Amazon Web Services:
    - Wrote and maintained user guides, API references, command-line interface (CLI) documentation, and UI text for Amazon EC2, Amazon VPC, AWS VPN, and AWS Direct Connect.
    - Authored content in Oxygen XML Editor using Amazon-flavored DocBook XML, in source control (Git), and ran documentation builds.
    - Provided or reviewed user interface (UI) text, and made recommendations on EC2 APIs.
    - Responded to documentation feedback from customers in trouble tickets and GitHub pull requests in the open-source AWS documentation.
    - Worked with editors to implement and improve the AWS writing style guide.
    - Reviewed trends and metrics to identify gaps and areas of improvement.
    - Managed a team of two EC2 technical writers in Cape Town.
    - Interviewed (40+) and mentored new writers, and provided managerial support for my team (performance reviews, 1:1s, coaching, mentoring).
- Amazon Prime Video (May 2018 - July 2019):
    - Helped lead a migration from Confluence to docs-as-code (Git and Jekyll).
    - Established documentation processes for the Prime Video backend engineering team, including a ticket queue, style guide, and code reviews.
    - Managed a documentation roadmap, maintained internal documentation.
    - Reviewed, updated, and improved existing documentation and UI text.
    - Worked with engineering to develop documentation metrics.

Earlier roles

- **Senior Technical Writer and Manager at CSG International (March 2009 - Feb 2013):** Wrote user guides for CSG software (telecommunications billing software), led migration projects, formalized processes, and managed a team of five writers.
- **Senior Instructional Writer at Laragh Courseware (March 2007 - Feb 2009):** Wrote software and business e-learning courses for MS Office, Adobe, and PMBOK.
- **Author for Nelson Thornes Publishers (contract, August 2008 - July 2009):** Commissioned to write a high school textbook, *IT for CSEC*, according to the Caribbean CXC CSEC syllabus.
- **Overwriter for Pearson Education (contract, April 2008 - July 2008)**: Commissioned to restructure and revise a law textbook, *Introduction to Law*, for FET college level.

Education: Bachelor of Laws (LLB) and Bachelor of Commerce in Economics and Law (BCom), University of Cape Town.