ALEKSANDRA ZOLUSHKINA

TECHNICAL WRITER

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WORK EXPERIENCE

TECHNICAL WRITER | 2017 – PRESENT

JetBrains | Munich, Germany

I maintain the documentation for **IntelliJ IDEA**, write posts for the **IntelliJ IDEA: how2pro** blog, help PMMs preparing the **What's New** page before releases, organise and process user feedback, help designers and developers with text strings for the UI, and analyse documentation statistics in Google Analytics. Last year, I finished developing an in-house style guide for technical writers.

Tools: IntelliJ IDEA + XML, YouTrack, GA, Teamcity, Git / GitHub, Zendesk

TECHNICAL WRITER | APRIL 2016 – JULY 2017

Doctor Web | Saint Petersburg, Russia

I was responsible for the documentation and UI strings for the **Dr.Web for Android** mobile app in English and Russian. I was supervising the localization process into other languages. I edited news and other publications on the website.

Tools: Help&Manual, Git/GitHub, memoQ, Confluence

TECHNICAL WRITER | MAY 2015 – APRIL 2016

Veeam Softwere | Saint Petersburg, Russia

I was responsible for the documentation for **Veeam ONE**, a tool for monitoring virtual infrastructures. All documentation was in English. I helped editing news and website publications and translated Knowledge Base articles from English into Spanish.

Tools: Help&Manual, memoQ, TFS, Visual Studio

TECHNICAL WRITER | JANUARY 2014 – MAY 2015

Speech Technology Center | Saint Petersburg, Russia

I was maintaining and translating the documentation for **Sound Cleaner**, software for professional sound enhancement, into English and Spanish. I interpreted a course on forensic analysis for a group of criminal law experts in Nuevo Leon, Mexico.

Tools: DejaVu, Jira, Microsoft Word, Adobe Acrobat

EDUCATION

2015 - 2016

St. Petersburg National Research University of Information Technologies, Mechanics and Optics

Authorized Training Center of Information Technologies

Major: Systems Engineering

2008 - 2013

St. Petersburg Institute of Education in the Sphere of Humanities and Social Sciences

Major: Theory and Practice of Translation (English, Spanish)

CERTIFICATIONS

2020

Google Analytics Individual Qualification

Completion ID: 49658253

I AM GOOD AT

Technical writing

Copywriting

Localization

Developing GUI texts

Learning new things