Tammy Paul

Senior Technical Writer | Software & Hardware Documentation | AI & Automation
Israel (Hybrid or Remote) | tam-paul.github.io/portfolio

PROFESSIONAL PROFILE

Senior technical writer with 13 years of experience documenting cybersecurity, cloud, medical, automotive and robotics products, across both software and hardware. Owned customer-facing documentation end to end for a unified cybersecurity platform as sole writer: Help Center, API documentation and release content. Built AI-assisted authoring agents and Python automation that sped up drafting while keeping content consistent and accurate.

Core competencies: Docs-as-Code · API Documentation · AI-Assisted Authoring · Release Notes · Help Center Ownership · Content Automation (Python) · SME Collaboration

PROFESSIONAL EXPERIENCE

JBS: Senior Technical Writer / Documentation Consultant (Contractor) — March 2020 – Present

Provided technical writing and documentation consultancy on an independent contract basis across enterprise SaaS platforms, embedded systems, and hardware systems.

Cynet | Unified AI-Powered Security Platform (via JBS) — January 2024 – October 2026

- **Owned** as sole writer the customer-facing documentation lifecycle for Cynet's unified AI-powered security platform, covering 300+ Help Center articles, internal and external release notes across 21 releases, and feature announcements across endpoint, identity, SIEM, investigation and multi-site administration.
- **Designed and built custom AI agents** (Release Notes Drafter, Help Center Draft Writer) backed by structured knowledge briefs encoding style, terminology and product context, reducing first-draft time by up to 50% while keeping a human review step for technical accuracy.
- **Developed Python automation** for article export, backup and bulk transformation of Help Center content, removing the need to issue a support request to the Elevio platform after every release and reducing the time required to update Cynet's AI agents.
- **Re-engineered a recurring partner-documentation rebranding process** for a technology partner's 1,100–1,300-page guide, rebranded 13 times over two years. Replaced a manual PDF → Word → PDF workflow with a docs-as-code process, cutting turnaround from over a week to 1.5–2 days per release.
- **Automated the edits:** with AI assistance, built a reusable set of 30–40 search-and-replace terms applied across the partner's Markdown source in Notepad++, recompiled with MkDocs, and independently re-established the MkDocs build environment on a new machine.
- **Documented REST APIs** in Stoplight with request/response examples and JSON schemas, partnering directly with R&D and editing OpenAPI YAML specifications as needed.
- **Translated epics, specifications and product changes** from Product Management, R&D, QA and UX into accurate customer documentation, working with cybersecurity SMEs; managed Help Center content in Elevio and resolved HTML/CSS formatting issues.
- **Established documentation standards:** QA checklists, internal procedures and knowledge-transfer materials in Confluence to support ongoing documentation ownership.

Selected client projects (via JBS) — 2020 – 2024

- **BioT, 2021–2024:** documented medical software and a cloud platform for connected medical devices, remote monitoring and device-data workflows.
- **Coralogix, March–December 2023:** documented a cloud platform for log analytics, observability and security insights, alongside another technical writer.
- **General Motors (Ultifi), 2021–2022:** documented software for GM's connected, software-defined vehicle platform as part of a larger JBS technical writing team.
- **Fabric, 2020–2021:** developed hardware documentation for robotic warehouse automation and fulfillment systems as part of a two-writer JBS team.
- **Also delivered** hardware and software documentation for Kaltura (enterprise video), Electreon (wireless EV charging), Heven Drones (unmanned aerial systems), Merck, and several cybersecurity startups.

NICE Actimize: Technical Writer | 9-month maternity leave cover 2019 – 2020

- Migrated Word documentation to MadCap Flare for HTML5 and PDF publication; documented product features with R&D and QA.

Avaya Israel: Technical Writer 2014 – 2019

- Authored DITA-based documentation for contact-center reporting and videoconferencing, and migrated existing Word documentation to DITA.
- Worked independently and within a documentation team, collaborating with SMEs, developers and product managers to analyze requirements, estimate documentation work, and deliver content to release deadlines.

Earlier experience

- **Bar Ore Technology, Technical Writer / Support (2013–2014):** wrote and maintained a product user guide and created a reusable documentation style template.
- **Starhome, Technical Writing Intern (2013):** updated user guides, authored new content, and participated in product discussions.
- **The American School of English, Pedagogical Director (2005–2011):** developed educational materials and supported e-learning implementation.
- **Freelance English–Hebrew Translator (2011–present):** translation for agencies and private clients.

TECHNICAL SKILLS

AI & Automation: AI-assisted authoring, custom GPT/agent design, prompt engineering, structured knowledge briefs, Python, PowerShell

Docs-as-Code & API: Markdown, MkDocs, Stoplight, REST APIs, JSON, OpenAPI (YAML editing), HTML/CSS, VS Code, Notepad++

Authoring & Publishing: Elevio, MadCap Flare, DITA XML, Document360, Confluence

Process & Collaboration: Jira, Azure DevOps, release notes, documentation QA, SME collaboration

Domains: Unified AI-powered security platforms, cloud and observability, medical devices, automotive software, robotics and hardware

Also familiar with: FrameMaker, Arbortext, XMetaL, SDL Knowledge Center, Snagit, Adobe Acrobat Pro, Inkscape, Git (earlier use)

EDUCATION

BA, Linguistics, Bar-Ilan University | 2008–2012

Technical Writing Course and Internship, OnTarget Communications | 2013

LANGUAGES

English: native | Hebrew: native-level