MARIO GARON| Technical Writer | UX Advocate
Sherbrooke, QC | (819) 640-3976 | mario_garon@hotmail.com | mariotechwriter.ca

PROFESSIONAL SUMMARY

Dynamic and detail-oriented Technical Writer with a proven track record in creating user-focused technical documentation, UX copy, and bilingual content. Adept at collaborating with cross-functional teams to deliver accurate, accessible, and engaging materials. Skilled in project management, translation, and technical communication, with expertise in tools like MadCap Flare, Visio, and Figma.

CORE COMPETENCIES

- **Technical Writing:** Developing user guides, SOPs, API documentation, and information architecture in English and French
- **UX Writing:** Crafting UX copy and translating interfaces to enhance user experience
- **Project Management:** Leading documentation strategies and collaborating with developers and engineers
- **Translation:** Providing precise English-French translations and localization strategies
- **Tools & Platforms:** Microsoft Office, MadCap Flare, Adobe Acrobat, Adobe InDesign Microsoft Visio, Adobe FrameMaker, Confluence, GitHub, WordPress, Figma, Microsoft SharePoint

PROFESSIONAL EXPERIENCE

Technical Writer | Harris Computer, Ottawa
2022 – Present

- Designed the **Harris Arc System Knowledge Base website** and established bilingual standards for users
- Translated UI elements and provided UX copy in both English and French
- Authored and edited **Harris Flex Release Notes**, ensuring clarity and compliance

QA Analyst & Technical Writer | Berger, Saint-Modeste
2021-2022

- Organized and optimized Confluence spaces for the IT department
- Developed and implemented a documentation strategy for **SAP Security**
- QA tested applications and translated UI strings for bilingual functionality

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PROFESSIONAL EXPERIENCE (continued)

Bilingual Documentation Technician | i4i, Toronto
2021

- Adapted and translated over **90,000 words** for medical labeling software
- Created a localization strategy tailored to the French-Canadian market
- Contributed to Health Canada's **XML PM project** through recommendations

Content Creator | Seneca Media, Toronto
2020

- Enhanced technical documentation for the School of Media
- Produced and edited multimedia content, including videos and podcasts
- Collaborated on innovative content strategies during the COVID-19 pandemic

Technical Writer | CIBC, Toronto
2017 – 2019

- Updated over **1,600 procedural web pages** across multiple lines of business
- Supported the translation team with bilingual documentation tasks

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EDUCATION

- **Graduate Certificate in Technical Communication and Scientific Writing**
  Seneca College, Toronto | 2021
- **Bachelor's Degree in Translation**
  York University Glendon Campus, Toronto | 2017
- **Certificate in Technical and Professional Communication**
  York University Glendon Campus, Toronto | 2017

SOFT SKILLS

- Strong analytical and problem-solving abilities
- Organized and adaptable
- Proactive self-starter