

Cole Garbo, MSCS

Technical Communicator • Documentation Engineer

CONTACT

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EDUCATION

Master of Science

Computer Science
Northeastern University

Bachelor of Science

History
SUNY New Paltz

CERTIFICATIONS

Privacy Management Professional

International Association of Privacy Professionals

Certificate in Writing

Ongoing - UCLA

TECHNICAL SKILLS

Language Proficiencies:

- Markdown and MDX
- HTML and CSS
- JSON and YAML
- Javascript
 - JQuery • Node.js • AJAX
- React and Vue
- Golang
- Java
- Python

IN BRIEF

A passionate communicator with a mind for organization and analysis, culminating in documentation that is accurate, accessible, and effective. Dedicated to a docs-as-code philosophy to create, manage, and deploy documentation for modern platforms.

WORK EXPERIENCE

BeyondTrust

Technical Writer

(Jan. 2023 - Present)

- Modernized content delivery and deployment methods, introducing additional branch-based automations, linting, and link testing to existing DevOps pipelines in Github and Buddy, reducing publishing time and deployment complexity
- Created new agile development processes and project tracking initiatives, evaluating gaps in team knowledge to design internal training opportunities and reduce skill and knowledge siloing
- Designed a cross-functional education plan to promote team enablement and development, training multiple teammates on content delivery pipelines, Git methodologies, and CLI tools
- Refreshed existing content according to a Diataxis framework, refactoring and updating guides and project information architecture for modern audiences, ultimately increasing accessibility, usability, and reducing Support Team requests
- Served as the primary technical writer for a cloud-based product launch, generating accurate and informed documentation based on stakeholder requirements and trial user feedback, leading to a successful GA release in September 2023
- Collaborated with SMEs and project stakeholders to document release-related features and functionality across multiple BeyondTrust products, applications, and third-party SIEM and authentication integrations
- Peer-reviewed and managed change requests for teammates according to internal style guidelines, providing constructive feedback and direct edits to achieve a unified voice across products
- Led research into AI and automation implementations to improve content development times and reduce manual editorial processes

Tools and Expertise:

- Git
- Jira and issue tracking
- Confluence and CMS platforms
- Github and Github Pages
- Docs-as-Code/DocOps
- Docker, K8s, and containerization
- DevOps workflows
- CI/CD pipelines
 - CircleCI • Github Actions
- Deployment platforms
 - Vercel • Heroku • Netlify
- Static site generators
 - Mkdocs • Hugo • Jekyll • Docusaurus • Gatsby
- API Documentation
 - Swagger/OpenAPI
 - Postman and API Testing
- Collaborative design
 - Figma • Canva • Miro
- Agile methodologies
- Single-source publishing
- DITA and Diataxis

Ethyca

Lead Technical Writer

(Jan. 2022 - Jan. 2023)

- Led an update of product documentation and deployment methods, including the migration of content between existing Mkdocs and Vercel pipelines, Nextra markdown development, and a refactored information architecture
- Authored feature documentation for both open-source software and paid product offerings, reducing the barrier of entry for new users and increasing customer retention
- Produced key training manuals for high-profile client acquisition and marquee brands, including usage instructions for proof-of-concept tools and novel application architectures
- Created an internal policies and procedures manual to align documentation updates with marketing strategies and engineering releases, allowing for the coordination of cross-division feature launches
- Ensured SOC 2 audit compliance with regular, comprehensive product updates, working with security teams to deliver up-to-date release reports and communicate on vulnerabilities

Berkshire Hathaway Specialty Insurance

Software and Documentation Engineer

(May 2019 - Jan. 2022)

- Designed and developed the API for a Golang RDS microservice used to store and access subscription renewal records, including the successful migration of key legacy data
- Led implementation on existing product enhancements, allowing product owners to customize desired features per product version through site-embedded dashboards
- Developed a Golang event-listener Lambda to integrate third-party email automations with current and future microservices, reducing reliance on deprecated legacy software
- Independently researched and implemented an AWS-backed streaming pipeline for storing event records published by internal microservices, assisting in audit compliance, error logging, and incident triage
- Coordinated a campaign to raise company-wide awareness of personal pronouns and gender identity, creating a cross-departmental resource hub and associated presentation