

Kati Paizee | Technical Writer and Technical Writing Leader

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I help lead technical writing teams. I can write, provide strategy, create and manage documentation metrics, develop processes, interview, manage teams, and optimise for AI tooling. My writing projects over the years have covered content from instructional and educational courses to deep technical content for cloud computing and DevOps software. I have experience working with and managing global teams, both remotely and onsite.

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, analysed and presented results to senior leadership.
- Used data from metrics and surveys to drive improvements to documentation, improve SEO, and optimise 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 to 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 Visual Studio Code in markdown, in source control (Git), 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-flavoured 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, formalised 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.