

Emily Piech

Technical Writer • UX Content and Product Documentation

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PROFESSIONAL SUMMARY

Technical writer with ten years of experience developing user guides, release notes, in-application content, and internal documentation for SaaS, automotive, and enterprise systems. Leads documentation across product releases, partnering with engineering, product, and design teams to define standards, improve release communication, and maintain consistent language across platforms. Has built documentation functions and release note processes from the ground up, and uses Figma, Azure DevOps, and Confluence in Agile environments.

AREAS OF EXPERTISE

TECHNICAL WRITING & DOCUMENTATION	User Guides Release Notes Feature Documentation Knowledge Base Content Internal Documentation Training Materials SaaS Platforms
UX WRITING & IN-APPLICATION CONTENT	Microcopy Tooltips Error Messages Notifications Workflow Guidance Interface Content Standards
DOCUMENTATION STRATEGY & STANDARDS	Style Guides Documentation Processes SOP Development Content Reviews Editorial Feedback Documentation Planning
COLLABORATION & DELIVERY	Agile / Scrum Cross-Functional Collaboration Requirements Review SME Interviews Release Support Content Validation
TOOLS & AI	Microsoft Copilot Internal AI Tools Figma FigJam Jira Azure DevOps Confluence SharePoint Google Docs Microsoft Office

PROFESSIONAL EXPERIENCE

Technical Writer, General Motors (TEKsystems IT) | Warren, MI

11/24 – Present

Owns release note processes and UX content for in-vehicle and mobile platforms, defining standards and working with engineering, product, and design teams to support feature development and consistent user-facing communication.

- Redesigned the in-vehicle and in-app release note process by developing SOPs, workflow documentation, and defining publication criteria. Coordinated with Engineering, Product, and Operations to ensure accurate and consistent communication of software updates.
- Wrote and updated UX content for instructional flows, configuration screens, feature descriptions, notifications, and alerts. Ensured alignment with established style guides and in-vehicle interface standards.
- Contributed to the development and revision of release note standards, incorporating clear language guidelines and content requirements into the broader documentation style guide.
- Reviewed Figma designs and product updates to validate terminology, workflow clarity, and consistency across in-vehicle and mobile interfaces. Provided content recommendations during feature development.
- Provided editorial review of team-authored documentation, offering structured feedback to improve clarity, consistency, and adherence to standards.
- Reviewed interface language with Engineering, Product, and Operations teams, refining user-facing content and ensuring consistency with UX and style guidelines.
- Used Microsoft Copilot to draft outlines, summarize technical discussions, and speed up initial content development while maintaining final editorial control.

Technical Writer, Quisitive (PayiQ) | Irving, TX

07/23 – 05/24

Established the technical writing function for the PayiQ division, creating documentation standards and supporting product releases through user-facing content, release notes, and internal documentation.

- Defined documentation standards, templates, and processes to support ongoing product development and release cycles.
- Built and maintained release notes, defining structure and ensuring consistent communication of features, enhancements, and fixes.
- Wrote in-application content including tooltips, error messages, field descriptions, and workflow guidance within the customer portal.
- Partnered with product and design teams to review Figma mockups and align content with user experience and feature intent.
- Created and organized a library of quick reference guides and internal support materials to reduce support calls and onboarding questions and improve access to information.
- Conducted documentation gap analysis to prioritize content development and align documentation with product and user needs.
- Identified and documented product defects during content review, providing clear reproduction steps to support resolution.

Technical Writer, Global Payments (Nextep Systems) | Troy, MI

04/18 – 07/23

Owned product documentation for a B2B SaaS platform across kiosk, POS, web, and mobile applications, including the company's first mobile ordering app, whose documentation now supports 10+ white-label versions.

- Managed end-to-end documentation for a SaaS platform, including user guides, configuration guides, release notes, FAQs, and internal support content.
- Partnered with Product Managers, Developers, and Designers within an Agile environment to align documentation with sprint cycles and feature releases.
- Built and maintained a centralized documentation repository and Confluence spaces, managing structure, versioning, and access.
- Wrote customer-facing release notes and in-application content, including feature descriptions, configuration instructions, tooltips, and system messages.
- Developed call center reference materials and rollout documentation plans, including for the company's first multi-factor authentication requirement, cutting support call volume and frequency by 50%.
- Conducted interviews with subject matter experts to gather requirements and validate technical accuracy.
- Used Azure DevOps to review user stories, confirm acceptance criteria, and document updates in line with release timelines.
- Created process maps and system diagrams using draw.io and Lucidchart to support documentation clarity.

Technical Writer, Tweddle Group | Sterling Heights, MI

04/16 – 04/18

Developed technical content for vehicle owner's manuals by researching engineering documentation and authoring structured content aligned with model year updates and regulatory requirements.

- Researched model year changes using engineering documentation, CAD drawings, validation reports, and SME input to ensure accuracy of owner's manuals.
- Authored camera and audio system sections for Nissan vehicle manuals using XML-based structured authoring tools (Contenta, LCA, Arbortext).
- Validated technical content by cross-referencing change requests, test results, and engineering specifications prior to publication.
- Collaborated with process improvement teams to identify documentation issues and implement workflow updates to reduce rework.
- Edited and finalized publication-ready PDFs using Adobe Acrobat Pro, ensuring correct formatting, cross-references, and quality standards.
- Reviewed peer-authored content for accuracy, completeness, and adherence to style and formatting guidelines.

EDUCATION

Bachelor of Science in Elementary Education — Oakland University, Rochester, MI