

**Hezy Asher (Rishon Lezion)**

**052-6390346**

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Highly experienced, dedicated, and skilled technical writer, as well as a marketing writer and a copywriter, with mastery of both English and Hebrew at a mother tongue level. I have vast experience working at various hi-tech companies, documenting large, complex, dynamic computer systems such as CAD/CAM, Databases, and data security.

**Professional Experience:**

**2015-2016: Freelance Technical and marketing writer at various companies**

**Experience as a technical-marketing writer and copywriter – Hola Networks**

- Wrote articles, blog posts, and marketing messages.
- Ensured accurate information on all projects.
- Updated and upgraded the current documentation.
- Worked closely with the sales and R&D teams.

**Experience as a technical writer:**

- **CyberArk** – After CyberArk acquired Viewfinity, converted Viewfinity's documents from Word to Flare and updated the existing user guides.
- **Axxana** - Updated and enhanced the User Guide of Axxana's Phoenix for Oracle, the OS of Axxana's black box for Oracle  
Worked closely with internal teams to obtain an in-depth understanding of the product and the documentation requirements.
- **Checkmarx** - A single technical writer, responsible for updating the user guide and release notes of CxSAST by using Confluence.
- **EarlySense** – Managed a large-scale project for documenting internal technical material about a sensor produced by the company.
- **Viewfinity** – Significantly upgraded the existing guides, based on interviews with engineers and QAs, in order to understand the user's goals and objectives.

**2008-2014: Single technical writer, Dell (formerly Quest Software Israel)**

Fired on February 2014 due to major (>50%) downsizing

- **Writing user-oriented guides:** Wrote technical documentation for database administrators and developers - user, reference and installation guides.
- **Creating multiple document types:** Wrote both customer-facing guides and internal technical material.
- **Working in a demanding environment:** Handled multiple projects and tasks under strict deadlines (documented software suites for monitoring Oracle, SQL Server, SaaS, DB2, and Sybase), while meeting project schedule and deadlines.
- **Working as a team player:** Was part of a Toronto-based team of technical writers, as well as the QA team in Israel, and worked closely with developers, software architects, and QA team members, as well as with the subject matter experts (DBAs) for each database type.
- **Conducting reviews:** Coordinated informal and formal reviews with developers, DBAs, project managers, and QA team members, thereby helping to streamline the development and testing processes.
- **Editing documents:** Carried out proofing and editing of internal and external documents.
- **Training:** Performed internal, frontal training of QAs, developers, and DBAs.
- **Writing tutorials and demos:** Wrote computer-based tutorials and recorded full-screen video demos for the support and customer service.

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- **Using various tools:** Worked extensively with RoboHelp 10, including developing online help from FrameMaker by using ePublisher. Wrote release notes by using Microsoft Expression Web 3 and native HTML.

**2006-2007: Single technical writer, Expand Networks**

- Wrote user guides and hardware installation guides

**2004-2005: Technical writer, Ness Technologies**

- Wrote user guides about SAP ERP modules used by Ness

**2002-2003: Translator and technical writer, self employed**

- Wrote user guides in Hebrew and administrator guides in English for companies such as TTI Telecom, Comverse, and Motorola

**2001: Technical writer, CA Israel**

- Wrote administrator guides and created online help.
- Documented APIs.

**Education:**

2016: Copywriting and marketing writing course – Open University

2008-2009: MA in European studies - Hebrew University, Jerusalem

1990-1992: BA in General and Latin American studies - Hebrew University, Jerusalem

**Mastery of Languages:**

- Hebrew – mother tongue
- English – mother tongue level
- Dutch – high fluency (able to translate to Hebrew and English)
- Spanish, French, and German – moderate fluency

**Full Army Service (1984-1987)**

**Computer Skills**

- Windows XP/7/8/10 operation systems
- Strong working knowledge of Microsoft Office (including Word, Excel, Power Point, and Visio)
- Various technical writing, and online help, and desktop publishing tools, as well as document management applications (FrameMaker, RoboHelp, Flare, ePublisher, Camtasia Studio, Confluence, Perforce, native HTML)
- Graphic tools (Photoshop, SnagIt)

**Recommendations**

Upon requirement