


# Mario Garon





Technical Writer and Translator

## Contact

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 (647) 882-6241

 mario\_garon@hotmail.com

 Sherbrook, Quebec

 [mariogarontechwriter.com](http://mariogarontechwriter.com)

 [Mario Garon](#)

## Hard Skills

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- Technical documentation
- French and English writing/editing
- UX Design and Writing
- Structured Writing (Dita XML)
- Web design
- HTML/CSS/JavaScript
- Markdown/JSON/YAML
- Open API (Rest API)
- Agile methodology

## Authoring tools/CMS

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- Adobe FrameMaker, inDesign, Captivate and Robohelp
- MadCap Flare
- Jira/Confluence
- GitHub
- WordPress
- ServiceNow
- Visio

## Objective

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Use my strong technical communication skills to improve the user experience.

## Relevant skills and experience

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### Technical Writing

- Translated complex concepts into clear and precise technical documentation for technical and non-technical users
- Wrote and edited procedures, user guides, online help, reference guide
- Interviewed SMEs to gather information
- Created e-learning material, including interactive modules
- Followed style guides to increase clarity and consistency

### Project Management

- Developed content strategies to increase efficiency
- Worked independently or within a team
- Prioritized projects according to urgency and business value
- Collaborated with other writers and editor to increase consistency and clarity on large projects


### IT Skills


- Created brochures and documents with graphic design tools
- Tested applications and APIs for bugs and issues (QA)
- Developed a personal website from scratch to promote my brand (WordPress)
- Updated hundreds of pages to comply with the WCAG 2.0 accessibility standards
- Created UX Wireframe
- Used Search Engine Optimization (SEO) to increase traffic

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 [Mario Garon](https://www.linkedin.com/in/MarioGaron)

## Education

### Graduate certificate Technical Communication

Seneca College,  
Toronto  
2021

### B.A Translation

York University, Glendon College,  
Toronto, 2017

### Certificate in Professional and Technical Writing

York University, Glendon College,  
Toronto, 2017

## Work Experience

### Software QA - Documentation

Berger, Saint-Modest— August 2021–Present

- Organized the confluence space of the department
- Elaborated a documentation strategy for the IT department (Cookbook project)
- Made recommendations to improve the Agile workflow
- Documented SAP Security
- Wrote and executed test cases
- Tested applications
- Provided insight to improve the UX
- Translate UI strings.

### Bilingual Documentation Technician

i4i, Toronto—January to May 2021

- Translated over 50,000 words of technical documentation for A4L Pro, and XML PM
- Conceive localization and translation strategy for the French-Canadian medical labeling market
- Made recommendations to health Canada for the XML PM project
- Provided insights on how to improve the UI and UX

### Content Creator

Seneca Media, Toronto— January to May 2020

- Wrote and improved technical documentation for the School of Media,
- Collaborated with my team to develop a new content strategy in response to Covid-19
- Wrote and designed blog posts for the Seneca Media Blog (WordPress)

### Freelance Technical Writer and Translator

Mario Garon, Toronto—2015–2020

- Wrote technical documentation in English and French
- Edited translations and documents for clients

### Technical Writer

CIBC, Toronto—2017–2018

- Wrote brand new documentation for multiple lines of business
- Updated over 1600 web pages of documentation within 6 weeks
- Adhered to the CIBC Style Guide to improve consistency and clarity