

FLORENCE VENISSE

TECHNICAL DOCUMENTATION & AI EXPERT

Agentic AI | AI-ready Documentation | API, SDK, UI Documentation | Docs-as-code

French - English - German

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Key Highlights

Profile

Expert technical writer and documentation architect, I have been supporting the evolution of software documentation for over 25 years: from print to the Web, from online help to docs-as-code portals, from user documentation to developer documentation, and now to AI use cases applied to technical documentation and knowledge management.

My core strength: quickly taking ownership of complex domains, structuring information from scratch, designing documentation architectures, and producing clear, scenario-based, maintainable content.

My current positioning combines documentation expertise, docs-as-code, and AI: reasoned automation, AI-ready content, metadata, augmented search, specialized agents, and continuous improvement of documentation quality, while keeping expert human control at the heart of the process.

Key Expertise

- AI-ready documentation
- Docs-as-code
- API documentation
- Documentation architecture
- Knowledge Management
- Agentic AI

Evolution of Expertise

Print documentation and online help ⇒ HTML documentation ⇒ Developer documentation ⇒ Documentation Manager ⇒ Consultant ⇒ API documentation ⇒ Docs-as-code ⇒ Documentation architecture ⇒ AI-ready documentation ⇒ RAG agents

Recent Career Path

35+ client references before 2021 → Heex → Acklio → ChapsVision → Coheris by ChapsVision → CoffeeCup.tech → Ekimetrics

Main Tools

AI:	ChatGPT, Copilot, Claude, RoVo, Google AI, Le Chat
Docs-as-code:	▪ SSGs: Docusaurus and Hugo (Markdown) -- Sphinx (RST) ▪ GitHub, GitLab - Branch management and PR workflows -- CI/CD
Developer documentation:	REST APIs: OpenAPI, Swagger UI, Redoc -- SDK -- Review of auto-generated documentation
Collaboration:	Jira, Confluence, Notion, Miro
Visual and text content:	▪ Canva, Microsoft Designer, Bing Image Creator, Google AI Imagen, Excalidraw, Mermaid ▪ Grammarly, DeepL

As well as all the applications I have documented and many older tools, such as CMS and desktop publishing tools.

Experience

► Ekimetrics

March 2026 to July 2026

Documentation & Knowledge Manager..... Audit and Agentic AI

Four-month consulting assignment in the field of **Marketing Mix Modeling**, focused on auditing and improving the technical documentation of Data & AI Engines and the Modeling and Insight & Optimization applications.

- Full audit of a technical documentation corpus for Data Scientists and Data Engineers: structure, quality, redundancies, inconsistencies, functional coverage, and readability.
- Analysis of the documentation architecture in Confluence and recommendations for evolving toward more structured and maintainable documentation websites.
- Creation of a Sphinx POC in a Python environment and drafting of four short- and medium-term documentation update/migration scenarios.
- Design of four Rovo agents and an orchestrator to search, summarize, and use the technical documentation, standardize vocabulary, and support adoption.

► CoffeeCup.tech

May 2025 to March 2026

Technical Documentation & AI Consultant..... AI-ready Website, SEO/GEO

Complete redesign of the bilingual **CoffeeCup.tech website** and repositioning of the offering around expert technical documentation, docs-as-code portals, API documentation, and AI applied to technical documentation.

This project served as an experimentation ground for content structuring, image generation, English ↔ French translation, and SEO/GEO optimization.

It helped evolve my positioning toward a “docs-as-data” approach: producing documentation that is structured, maintainable, and usable by users, internal teams, and AI tools.

► Coheris by ChapsVision

September 2022 to April 2025

Documentation Manager..... Docs-as-code and Multi-contributor Management

A four-month freelance assignment that evolved into an internal role, covering the **Coheris CRM** and **Merch-Nomad** B2B SaaS suites, at the interface of R&D, CPO, Support, and Customer Success teams.

After a full audit of the CRM documentation, I proposed and implemented a unified bilingual documentation portal, later replicated for Merch-Nomad. I transformed obsolete PDF documentation into secure, structured, user-oriented Web portals, with one site produced per major version for each of the four applications.

I implemented a docs-as-code workflow with GitLab and CI/CD, integrating developers as co-contributors and CPOs as validators.

I also structured documentation governance: roadmaps, review cycles, prioritization, and transformation of Support/Customer Success feedback into user-facing content.

► ChapsVision

February 2022 to May 2022

Senior Freelance Technical Writer..... Documentation from Scratch

Created the first documentation for **Argonos**, specifically the Data Preparation module, with no initial documentation, through hands-on product exploration and interviews with R&D.

Produced a complete documentation website covering installation, administration, usage, a catalog of low-code modules, and workflow-based tutorials.

Senior Freelance Technical..... Developer Documentation

Created Acklio's first documentation website, integrated into the Developer Program, in the field of **SCHC compression**, LPWAN, LoRaWAN, and IP networks.

Starting from heterogeneous sources, I structured the content around protocols, product features, and use cases. I created more than 100 diagrams to make a highly technical and precision-critical topic easier to understand.

Senior Freelance Technical Writer..... SDK Documentation and Readme Files

Created the first technical documentation for Heex Technologies' **Smart Data** solution, based on raw sources: architecture diagrams, C++/JavaScript code, Readme files, and internal specifications.

Produced content explaining concepts, architectural principles, the embedded SDK, and the REST API, with a website structured by audience: internal teams, partners, customers, and Due Diligence.

Senior Freelance Technical Writer / Documentation Manager..... API, UX, Migration, and Consulting

- **Lineberty**: Recurrent **REST API** documentation assignments for digital queue management: OpenAPI, ReDoc, Hugo, then Docusaurus, architecture diagrams, concepts, workflows, and statuses.
- **3DVIA - Dassault Systèmes**: Wrote a complete tutorial guide for the **3D Planning** suite and led the migration of Word/HTML documentation to Docusaurus, including rewriting and Markdown harmonization.
- **Idemia**: Migrated and modernized **OT-Morpho** documentation from obsolete FrameMaker content to produce clarified, updated, and reusable Word documentation for project teams.
- **Before 2019**: Consulting and documentation management for more than 30 B2B/B2B2C companies, from startups to large enterprises, covering software writing, user and developer documentation, technical translation, online help, websites, print, CMS, and desktop publishing.

Varied domains: security, networks, telecommunications, finance/trading, e-commerce, Java/C++ SDKs, CMS, middleware, immersive views, eBook, and many others.

Detailed examples, case studies, and articles available on [my website](#).

► Documentation Expertise

From content strategy to information architecture, from design to publication, with constant attention to user experience.

AI Documentation & AI-ready Documentation

Design of structured, consistent documentation that can be used by both human users and AI tools: optimized content, metadata, augmented search, specialized agents, RAG, documentation assistants, and continuous improvement workflows.

Documentation Architecture & Knowledge Management

Transformation of heterogeneous, obsolete, scattered, or multi-tool corpora into unified documentation with a clear structure aligned with user, product, and support needs.

Structuring of SaaS documentation portals, multilingual websites, and knowledge bases.

Definition of documentation governance: contribution, validation, review cycles, roadmaps, and maintenance rules.

Documentation Websites & AI-ready Portals

Long-standing specialist in documentation websites, designed to provide an optimized user experience and serve as a verified source of information for both users and AI.

Involvement at every level of the website: visible architecture, internal structure, navigation, metadata, content, multilingual management, internal search, SEO/GEO, and AI usability.

Docs-as-code & Developer Documentation

Implementation and production of technical documentation in environments close to software development, with versioning, collaboration, and automated publishing (CI/CD).

Use of IDEs, static site generators, and Git. Adaptation to the R&D environment and ways of working.

Documentation from Scratch & Complex Topics

Ability to quickly take ownership of new technical domains, even without initial documentation. Rapid understanding of complex products through experimentation, expert interviews, analysis of raw sources, and observation of usage.

Adaptation of the level of information to each audience: end users, administrators, developers, data scientists, internal teams, partners, or customers.

Adaptability & Cross-functional Work

Ability to work both in a cross-functional role with Product, R&D, Support, and Customer Success teams, and as a representative of user needs, always with the goal of improving product adoption.

► Education & Languages

My background combines graduate-level education, a strong literary foundation, and knowledge acquired through each project, with a strong taste for technical topics.

- In-depth self-training in AI applied to technical documentation: theory, practice, AI workflows, agents, augmented search, and AI-ready documentation.
- In-depth training in REST API documentation.
- Graduate degree in technical writing and technical communication.
- Agrégation in German; Master's degree in German.
- English: C1 written, B2 spoken -- German: C2 written, C1 spoken.