

FLORENCE VENISSE

Expert Technical Writer

Docs-As-Code | API, SDK, UI Documentation | AI Workflows

French – English – German

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KEY ELEMENTS

Profile

Bilingual senior technical writer with over 20 years of experience in software documentation. Specializing in API documentation, docs-as-code, and DevOps integration. Skilled in transforming complex documentation sets into clear, structured content.

Expert in building and managing documentation websites for SaaS applications. Extensive start-up experience.

Trained in AI and with hands-on experience through the complete redesign of my website, I have deepened my understanding of its added value for technical documentation, with a "docs-as-data" and "AI-ready documentation" positioning. I now provide expert-level technical writing services, where the core content is produced by humans, supported by the targeted use of AI tools.

Tools

AI	ChatGPT, Copilot, Claude, Google AI, Le Chat – Grammarly, DeepL, Google Translate.
Docs-as-Code	SSGs (Docusaurus, Hugo), Markdown, Git (including branch management & PR workflows), CI/CD.
Developer Doc.	REST APIs (OpenAPI, Swagger UI, Redoc), SDK, reviewing auto-generated documentation.
Collaboration	Jira, Confluence, Notion, Miro.
Visual and Text Content	Canva, Excalidraw, Microsoft Designer, Bing Image Creator, Google AI Imagen.

Plus, many legacy tools (CMS and DTP, for example), and all the applications I've documented.

Methods and Practices

My technical writing approach is based on proven methods focused on user needs, automation, and seamless integration with product and development teams. Here are the methods I apply regularly:

- User-oriented documentation with use case scenarios
- Developer documentation
- Advanced docs-as-code, from authoring to deployment
- Information architecture and content strategy
- Collaboration and workflow organization
- Creation of specialized content
- Internationalization and multilingual management
- Quality, style, and terminology control

Education and Languages

- Extensive self-training in AI, both theoretical and practical (2025)
- Advanced online training on REST API documentation (2018)
- Master's-level degree in Technical Writing and Communication (1997)
- National teaching certification (Agrégation) in German (1994), Master's degree in German (1993)
- French Baccalauréat in Economics
- English C1 written, B2 spoken - German C2 written, C1 spoken

■ Freelance Expert Technical Writer

CoffeeCup.tech – Since May 2025

Skills development: AI applied to technical documentation

Complete redesign of the CoffeeCup.tech website, launched in September 2025 in a bilingual French/English version.

This project served as a practical implementation of my work on AI-assisted technical documentation within a docs-as-code environment.

It later expanded to include offer positioning, the structuring of content through a docs-as-data approach, a comprehensive SEO and GEO strategy, and a communication phase, culminating in the relaunch of CoffeeCup.tech in January 2026.

■ Documentation Manager

Coheris by ChapsVision – January 2023 to April 2025

Skills development: Deepened expertise in docs-as-code

Domains

CRM, Merchandising, Inventory Management, Sales Force, Marketing Automation.

Achievements

Internal position following a freelance assignment (09/2022–01/2023).

Cross-functional role within a complex B2B SaaS environment, at the interface of R&D, CPO, Support, and Customer Success teams.

Led the transformation of outdated PDF documentation into a secure, structured, and user-oriented web portal, with the objective of strengthening customer autonomy and improving product adoption.

Complete modernization of documentation covering configuration, advanced business features, use cases, best practices, and APIs, in close collaboration with Product and Engineering teams.

Delivered 1 documentation website per major release (2 per year) for 4 applications: architecture, content, and internationalization.

Expertise and Leadership

Implemented a docs-as-code approach (GitLab, CI/CD), integrating developers as co-contributors while ensuring systematic validation by Product Managers.

Maintained the documentation roadmaps for two product lines in Confluence, aligned with the product roadmaps.

Structured documentation governance: contribution processes, review cycles, prioritization, and transformation of Support and Customer Success feedback into durable, reusable content assets.

■ Freelance Senior Technical Writer

Coffee Cup – February 2019 to June 2024

Skills development: Highly technical subjects and Docusaurus expertise

Expertise

For three of these clients, I authored full documentation sets from scratch, producing complete, structured outputs. I typically start without prior domain knowledge, which adds both challenge and learning value to each project.

Work included REST API documentation, Markdown-based documentation websites generated to HTML via SSGs (often with continuous deployment), SDK documentation, and Readme files on Git. PDF deliverables provided when appropriate.

Also responsible for creating explanatory diagrams and technical illustrations by hand using Excalidraw.

Domains and Client References

- All projects: REST APIs, SaaS applications
- CRM (Coheris by ChapsVision)
- Data Preparation, Data Mining, LC/NC (Confidential)
- IP Stack, SCHC, LPWAN, IoT (Acklio)
- Data Curation, Edge Computing, Computing Continuum, Embedded Systems (Hex Technologies)
- 3D modeling and assembly (3DVia)
- Biometric identity authentication (Idemia)

Detailed information available on [my website](#).

■ Owner and Designer

Lemon Blossom – January 2015 to December 2017

Skills development: Product and corporate communication

Designed and handcrafted handbags and jewelry, sold through a bilingual e-commerce website and Amazon. Also developed and maintained a corporate website. Managed social media presence and email newsletters.

Use of Prestashop, Brevo, PaintShop Pro, ThemeForest, réseaux sociaux, Google Analytics, YouTube Creator Studio.

■ Freelance Technical Writer and Translator

Florence Lepeuple – November 1999 to December 2014

Skills development: Consulting, CMS and HTML

Expertise

Short-, medium-, and long-term assignments, including roles as Documentation Manager with team management.

Software documentation, technical communication, and technical translation (English and German). Also responsible for creating and maintaining my own website.

Used tools: RoboHelp, HTML & CSS, Microsoft Office, FrameMaker, PageMaker, XPress, Corel PaintShop Pro, Photoshop—depending on the client's needs.

Domains and Client References

More than 30 client references, ranging from startups to large enterprises, across both B2B and B2C software environments.

Projects included: Healthcare communication – Java development – Numerous business management applications – Various security software products – Content management – Financial product platforms – Digital mapping – Optical measurement – Online mail services – Telecommunications – Trading – 360-degree immersive views – Multiple e-commerce solutions – General public books on networking and Windows security – The first French eBook.

Detailed information available on [my website](#).

■ Technical Communication Specialist

Parabole Communication – May 1999 to August 1999

Skills development: Technical communication

Wrote and translated (English to French) technical press releases and press kits in the field of software and IT hardware.

■ Technical Writer – Lead Documentation

Aldea / Netsize – December 1997 to April 1999

Skills development: HTML, developer documentation

Expertise

Technical Writer in charge of documentation at Netsize, with management of 2 technical writers.

Domain

Active Gateway was a Message Oriented Middleware (MOM) product.

Achievements

Produced user guides, reference manuals, installation and SDK documentation, online help in HTML, multimedia publications (video tutorials, Flash animations), and technical translations into English and German.

■ Technical Writing Intern

Sage Sybel – May 1997 to August 1997

Skills development: Advanced Word usage and online help systems

Created one reference manual and two online help systems for enterprise-grade accounting software.

■ Docs-as-Code Practices

- Writing documentation in Markdown stored in Git repositories.
- Using Static Site Generators (e.g., Docusaurus, Hugo, ReDoc).
- Managing content via Git branches (main, release, feature).
- CI/CD integration for continuous deployment of docs.
- Collaboration with developers on documentation as if it were code.
- Usage of VS Code, GitHub, GitLab, and CLI tools.

■ Developer-Focused Documentation

- API documentation, particularly REST APIs, using:
 - o OpenAPI / Swagger specs
 - o Auto-generated references (e.g., ReDoc)
 - o Custom usage examples
- Documentation of SDKs and Readme files for code repositories.
- Technical diagrams (Excalidraw, Miro) and illustrations for explanation.

■ User-Centered Writing

- Focusing on usability and clarity for end-users.
- Creating task-based and scenario-based content.
- Producing multilingual documentation for global audiences.
- Designing Information Architecture and Navigability.

■ Information Architecture & Content Strategy

- Consolidation of heterogeneous formats into a unified structure.
- Managing multi-site documentation portals with consistent structure.
- Establishing doc roadmaps, content models, and governance rules.
- Creating collaborative documentation pages (e.g., via Confluence).

■ Collaboration & Workflow

- Working cross-functionally with developers, product managers, QA.
- Applying agile documentation principles: incremental delivery, sprints.
- Review workflows for contributions from technical teams.
- Confluence and Jira for planning and traceability.

■ Localization / Internationalization

- Documentation in French and English; experience with multilingual portals.
- Handling i18n (internationalization) in site frameworks (e.g., Docusaurus).
- Ensuring locale-specific formatting in content.

■ Workflows IA

AI workflows for reviewing, improving, enriching, and adapting documentation, under my lead.