

ZUZANA LENA ANSORGOVÁ

PRINCIPAL TECHNICAL WRITER · INFORMATION ARCHITECT · TECHNICAL GENERALIST

+420 604 963 708 | lena.ansorgova@gmail.com | Brno, Czech Republic
linkedin.com/in/lennonka | freescribe.cz | github.com/Lennonka

Professional Summary

Principal Technical Writer with 17+ years of experience in enterprise software documentation and published author of a Czech book on technical documentation methods.

Combines information architecture and docs-as-code expertise with programming, automation, and API integration work. Has owned complex documentation portfolios, built publishing workflows, led writers, and managed client projects from planning through delivery.

Offers senior Technical Writer expertise and transferable experience for Project Manager and IT Business Analyst roles, with hands-on projects supporting a move into junior Software Engineer roles.

Work Preferences & Availability

Freelance / employment | Part-time / Full-time | Remote | Available in 2 weeks

Core Capabilities

Technical Writing & Documentation Architecture: Technical communication for developers, administrators, and users; API references; modular authoring; single sourcing; technical editing.

Information Architecture & Content Strategy: Content modelling, navigation, documentation structures, publishing workflows, and content migration.

Programming & Automation: Workflow scripts, content and data transformations, browser extensions, WordPress development, and API integrations.

IT Business Analysis & Requirements Specification: Analyse complex systems and user workflows; clarify technical requirements with engineers and stakeholders; translate them into structured specifications and documentation.

Leadership, Project Management & Process Improvement: Team recruitment and mentoring; planning, budgeting, stakeholder coordination, quality ownership, and process design.

Technical Skills

Programming & scripting: Java, PHP, JavaScript/TypeScript, Python, Bash, SQL.

Web & structured content: HTML, CSS, XML, XSLT, JSON, YAML.

Documentation formats: Markdown, AsciiDoc, reStructuredText, LaTeX, DocBook, DITA.

Version control & CI/CD: Git, GitHub, GitLab; documentation builds and validation.

Development & documentation tools: Sphinx Doc, Antora, OpenAPI/Swagger, REST APIs, Node.js, WordPress, Composer, Symfony, VSCode, Cursor.

Platforms & collaboration: Linux (Ubuntu, Fedora, RHEL), Jira, Confluence, Google Workspace, Notion, Slack.

AI-assisted workflows: OpenAI Codex, Claude Code, Google Gemini.

Professional Experience

Red Hat · Remote, Czech Republic

Principal Technical Writer (Contract) | Oct 2022–Sep 2026

- Owned customer-facing Red Hat Satellite documentation within a four-writer team responsible for a portfolio of more than 20 titles.
- Contributed to the open-source Foreman project, on which Satellite is based.
- Authored task-oriented guidance for deploying, managing, and troubleshooting enterprise infrastructure in complex production environments.
- Restructured Satellite documentation architecture and modular content to support navigation, content reuse, and long-term maintainability.
- Maintained CI/CD documentation builds and validation, and developed scripts to automate documentation workflows.
- Restructured content and adapted publishing workflows as part of a large-scale DITA migration.
- Applied AI-assisted drafting, restructuring, and editing workflows while checking technical accuracy.

Tools and methods: AsciiDoc, Git, GitHub/GitLab, CI/CD, DITA, Jira, Confluence, Agile, Fedora/RHEL

Freelance Technical Writer · Remote, Czech Republic

Mar 2021–Sep 2022

Several short-term freelance technical writing projects for clients.

Applifting Česko · Hybrid, Czech Republic

Lead Senior Technical Writer (Contract) | Mar 2020–Feb 2021

- Led documentation delivery across startup SaaS and enterprise banking projects; hired and led two technical writers.
- Designed documentation architecture, quality standards, and authoring workflows from scratch.
- Produced public REST API documentation for a multi-service architecture supporting external integrations.
- Designed and built demo Node.js microservices and code samples to validate integration scenarios.
- Managed stakeholder communication, planning, budgeting, mentoring, and delivery.

Tools and methods: OpenAPI/Swagger, REST APIs, Node.js, Jira, Confluence, Agile

CZ.NIC, z.s.p.o. · Prague, Czech Republic

Guarantor of Documentation | Jun 2015–Feb 2020

- Served as the primary documentation authority for national domain registry systems and web services, architecting and maintaining seven English manuals, one Czech manual, and an internal wiki for users, administrators, and developers.
- Introduced structured Sphinx Doc publishing and improved documentation processes and single sourcing.
- Mentored a junior writer; contributed UX text reviews, technical training, and conference presentations.

Tools and methods: Sphinx Doc, reStructuredText, Git, GitLab, CI/CD, LaTeX, Python, Bash, Ubuntu

Vojenský technický ústav, s.p. · Prague / Brno, Czech Republic

Technical Writer (Research & Development Employee) | Sep 2007–May 2015

- Served as the sole writer in a seven-engineer R&D team developing operational Czech Air Force software, command-and-control systems, and simulation tools.
- Produced standards-based user manuals and print-ready documentation; automated builds and transformations with DocBook, LaTeX, Python, and XSLT.
- Tested pre-release software and reported defects.
- Maintained software lifecycle process documentation aligned with ISO 9001 and ISO/IEC 12207.

Masaryk University · Brno, Czech Republic

Undergraduate Research Assistant | Jul 2004–Aug 2004

- Automated SGML/XML and OpenDocument processing in the Natural Language Processing Laboratory using XSLT, Python, and Bash on Linux.

Selected Projects

Independent development projects demonstrating programming beyond formal technical writing roles.

LinkWatch · WordPress plugin

Developed a PHP plugin to scan links in posts and pages, store links and their occurrences in database tables, and check remote HTTP responses. Implemented repository classes, HTML extraction, scanning, Composer autoloading, and Symfony HTTP client integration with error handling.

Technologies: PHP, WordPress, SQL, Composer, Symfony HTTP Client.

GitHub: <https://github.com/Lennonka/linkwatch>

Smart Link Router · Google Chrome extension

Built an extension that routes links from an assigned browser tab to a chosen Chrome window. Supports automatic routing on left-click and an icon indicator for the active routing state.

Technologies: JavaScript, Chrome Extensions API.

GitHub: <https://github.com/Lennonka/smart-link-router>

Chrome Web Store: <https://chromewebstore.google.com/detail/smart-link-router-open-ta/magijmgjkmibofipnmpmhejnbdaajjpha>

Open Link In Another Window · Google Chrome extension

Built an extension that opens links in a selected Chrome window using Shift+click or a context menu. Implemented window selection and support for normal and incognito windows when enabled.

Technologies: JavaScript, Chrome Extensions API, service worker.

GitHub: <https://github.com/Lennonka/open-link-in-another-window>

Chrome Web Store: <https://chromewebstore.google.com/detail/open-link-in-another-window/oocalbipljegheefhdjlglmimnigimjk>

Signpost: Visual Bookmark Manager · Google Chrome extension

Developed an interactive desktop for the new tab, containing speed dial for bookmarked links, local settings storage, adjustable wallpaper, transparency, and colours.

Technologies: JavaScript, Chrome Extensions API, GridStack.JS.

GitHub: <https://github.com/Lennonka/signpost>

Chrome Web Store: <https://chromewebstore.google.com/detail/signpost-visual-bookmark/gjcofdjpkgbcaecncclpfokigeggnif>

Education

Masaryk University, Brno, Czech Republic: Bc. (Bachelor), Applied Informatics | 2003–2008

Eindhoven University of Technology, Netherlands: Scholarship, Computer Science | Autumn 2006

Languages

Czech / English: Bilingual

Additional Expertise

UX writing and microcopy; technical training and conference presentations (PowerPoint/Google Slides); print-ready publishing.

Published author of *Technická dokumentaristika*, a Czech book on technical documentation methods.