
Beginning in Technical Writing

— How to Start, Grow, and Advance —

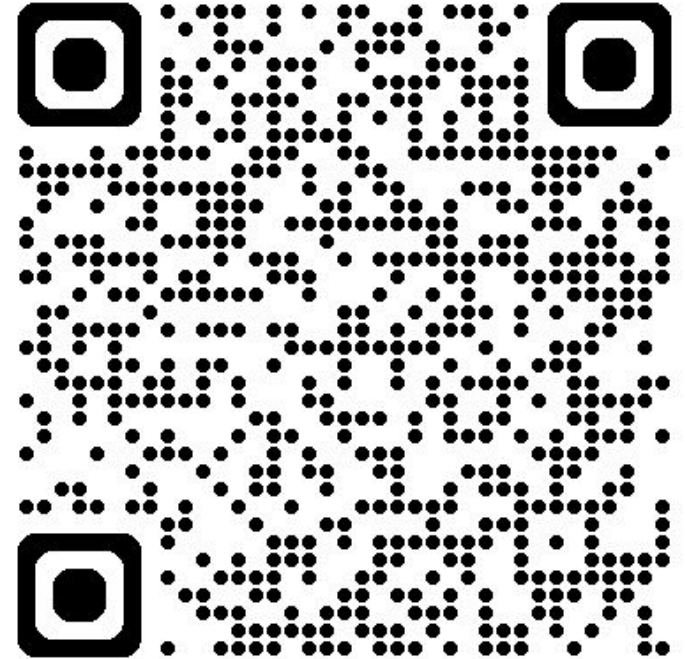
Kruno Golubić

Write the Docs Kenya

Apr 5, 2025

Before we Start

- you can download this presentation from <https://kgolubic.com/go/wtd-kenya-2025/>



<https://kgolubic.com/wp-content/uploads/2025/04/WTD-Kenya-2025-Golubic.pdf>

Agenda

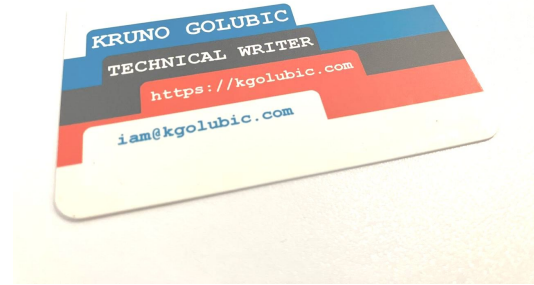
- About me
- Understanding technical writing
- Working with teams
- Frameworks, languages, and tooling
- Conclusion
- Q&A

About Me

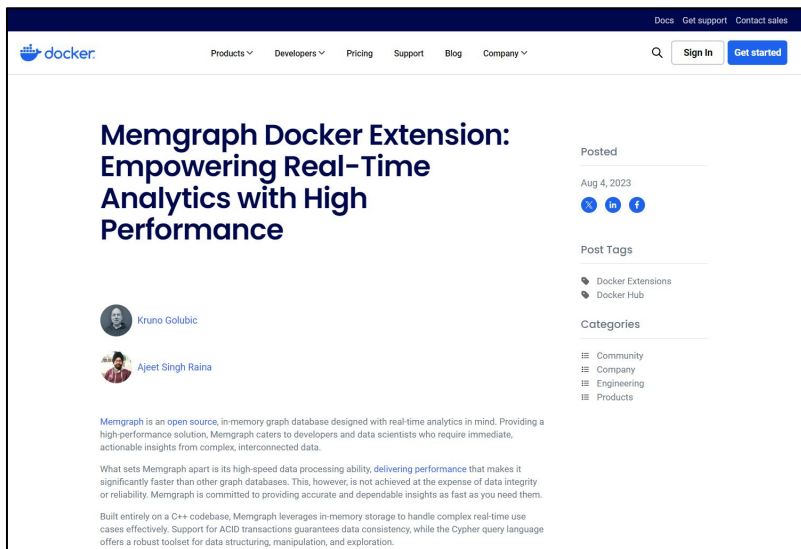
— Past work and experience —

Who Am I?

- Non-native english speaker
- I've been in IT for more than 25 years
- Currently I'm CTO at Zelene tehnologije (Green Technologies)
- I was doing Technical Writing even before I've heard of that term
- ...



From Sysadmin to Tech Writer and Back



The screenshot shows a Docker blog post. The header includes the Docker logo and navigation links for Products, Developers, Pricing, Support, Blog, and Company. The main title is "Memgraph Docker Extension: Empowering Real-Time Analytics with High Performance". The author is Kruno Golubic, and the date is August 4, 2023. The post is categorized under "Docker Extensions" and "Docker Hub". The content discusses Memgraph as an open-source, in-memory graph database designed for real-time analytics, highlighting its high-performance capabilities and support for ACID transactions and the Cypher query language.

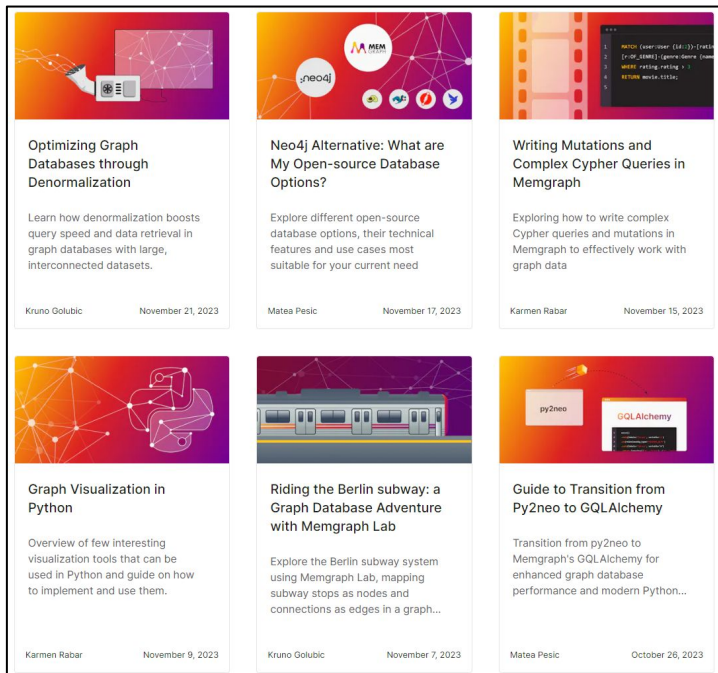


The screenshot shows a video player interface. The main content is a dark blue slide with white text that reads "WRITE THE DOCS PRAGUE 2020". Below this, it says "KRUNO GOLUBIĆ" and "FROM GRAFFITI WRITER TO TECHNICAL WRITER". The video player controls at the bottom show a play button, a progress bar at 0:00 / 1:04, and various icons for volume, settings, and full screen.

https://youtu.be/HnK_DmUMo-M

<https://www.docker.com/blog/memgraph-docker-extension-empowering-real-time-analytics-with-high-performance/>

My Latest Role as Technical Writer: Memgraph



- Documentation owner
- Writing blog posts
- Content distribution
- Engaging with community
- ...

Understanding Technical Writing

— Technical writing isn't just about —
writing

Why To Go Down This Road?

- Technical writing is an exciting career choice
- Combining tech and communication
- Help with transfer of knowledge
- ...

What is Technical Writing?

- Technical writing involves creating clear, concise, and user-friendly documentation that helps people understand and use technology
- This can include user manuals, API documentation, tutorials, and more

Why Does Technical Writing Matter?

- Technical writing is crucial because it bridges the gap between complex technology and its users
- It ensures that users can effectively use products and services, leading to better user experiences and satisfaction

Getting Started

— Ready, set, go! —

Building the Right Skills

- To become a successful technical writer, you need a combination of writing skills and technical knowledge. Here are some key skills to develop:
 - Writing Skills: Clear and concise writing, attention to detail, and the ability to explain complex concepts simply.
 - Technical Knowledge: Understanding of the technology you're documenting, familiarity with tools like Markdown, HTML, and CSS.

Networking

- Join professional groups like Write the Docs, attend conferences, and participate in online forums
- Networking helps you connect with industry professionals and learn about job opportunities

Choosing Your Niche

- Technical writing covers various fields, such as software documentation, hardware manuals, medical writing, and more
- Choose a niche that aligns with your interests and expertise

Creating Your First Portfolio

- Your portfolio showcases your writing skills and technical knowledge. Include samples of different types of documentation, such as user guides, tutorials, and API documentation
- Use platforms like GitHub or personal websites to host your portfolio

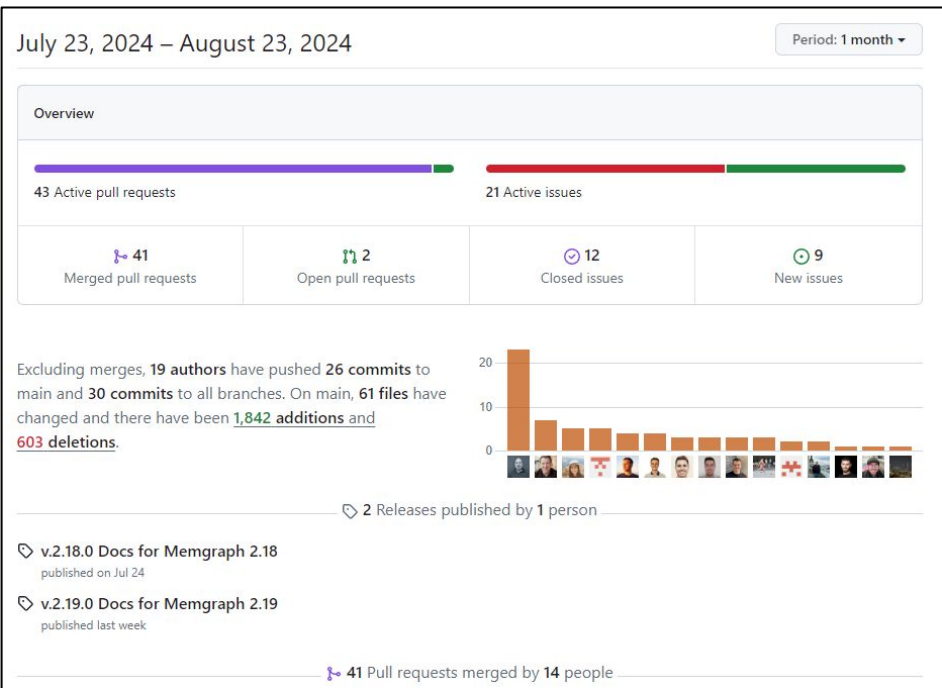
Upskilling

- To stand out as a technical writer, focus on continuous improvement
- Stay updated with industry trends, learn new tools, and seek feedback on your work
- Invest in your professional development by taking courses, obtaining certifications, and attending workshops

Working with Teams

— Effective communication and collaboration with different teams —

How Big is Your Team?



- You can be a part of a (large) team
- You can be the technical writing team

Collaborating Across Teams

- Communicate effectively with all teams
- Align documentation with design, marketing, and development

fix: Add better explanation for Cloud snapshots vs CREATE SNAPSHOT command #970

New issue

Merged kgolubic merged 1 commit into main from fix/add-cloud-snapshot-create-expectation last week

Conversation 4 Commits 1 Checks 1 Files changed 2

+51 -26



tonilastre commented 2 weeks ago

Contributor

Description

An additional explanation has been added to the `help center > errors > snapshots` and `getting started > cloud > snapshots` to give users more context about Cloud snapshots and their difference from the `CREATE SNAPSHOT` Cypher command within Memgraph.

Pull request type

Please check what kind of PR this is:

- Fix or improvement of an existing page
- New documentation page, release related

Reviewers

- DevTilly
- kgolubic
- hal-eisen-MG

Assignees

- tonilastre

Labels

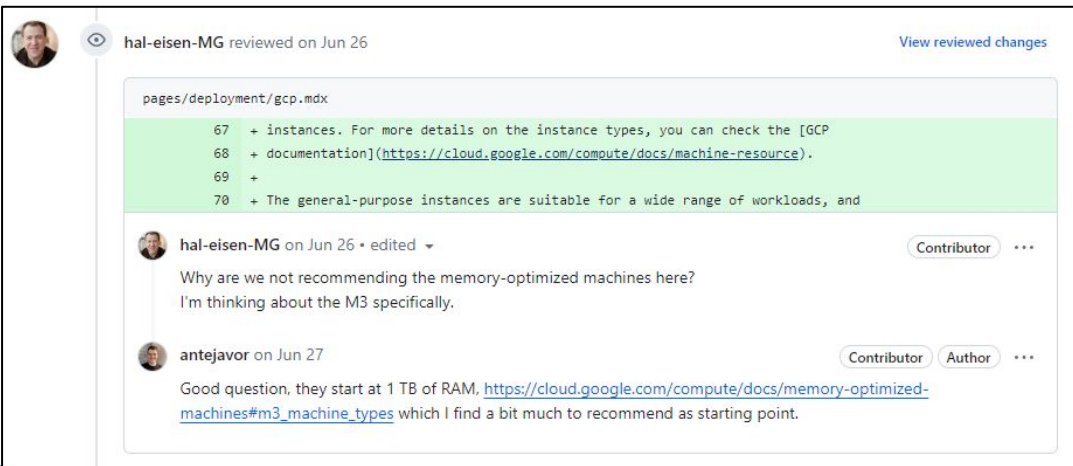
status: ready

Overcoming Information Gaps

- When details are missing: how to dig deeper
- Research, ask targeted questions, and use knowledge bases
- Progress through iteration: start with what you know

Partnering with Subject Matter Experts (SMEs)

- Tap into expert knowledge for accurate documentation
- Prepare, clarify, and respect SME input



The screenshot shows a GitHub review interface. At the top, a user profile picture is on the left, and the text "hal-eisen-MG reviewed on Jun 26" is in the center, with a "View reviewed changes" link on the right. Below this is a code diff for the file "pages/deployment/gcp.mdx". The diff shows four lines of code, with the second and fourth lines highlighted in green. The second line contains a link to a Google Cloud documentation page. Below the code, there are two review comments. The first comment is from "hal-eisen-MG" on Jun 26, asking why memory-optimized machines are not recommended and mentioning the M3 machine type. The second comment is from "antejavor" on Jun 27, providing a link to the memory-optimized machine types documentation and suggesting it as a starting point.

hal-eisen-MG reviewed on Jun 26 [View reviewed changes](#)

```
pages/deployment/gcp.mdx
67 + instances. For more details on the instance types, you can check the [GCP
68 + documentation](https://cloud.google.com/compute/docs/machine-resource).
69 +
70 + The general-purpose instances are suitable for a wide range of workloads, and
```

hal-eisen-MG on Jun 26 • edited ▾ Contributor ...

Why are we not recommending the memory-optimized machines here?
I'm thinking about the M3 specifically.

antejavor on Jun 27 Contributor Author ...

Good question, they start at 1 TB of RAM, https://cloud.google.com/compute/docs/memory-optimized-machines#m3_machine_types which I find a bit much to recommend as starting point.

Crafting Clear and Effective Tickets

- Well-written ticket goes a long way
- Key elements: concise title, clear description, defined criteria

Add tips on memory resources for the community detection online algorithm

#830

New issue

Open katarinasupe opened this issue on Jun 7 · 0 comments



katarinasupe commented on Jun 7

Contributor ···

Assignees

No one assigned

Labels

None yet

Projects

None yet

Milestone

No milestone

Development

No branches or pull requests

Notifications

Customize

Subscribe

You're not receiving notifications from this thread.

Rewrite and add where it makes sense on https://memgraph.com/docs/advanced-algorithms/available-algorithms/community_detection_online

Memory usage is proportional to $n_{nodes} \times$ average number of neighbor nodes. Average node degree (i.e. the number of neighbor nodes) in the graph can give us better approximation of memory resources needed to run community detection online algorithm. The algorithm keeps $n_{nodes} \times$ avg_degree structures.

If the calculation from above is higher than the available memory, it might be better to run a simple community detection (not the online version) each time, because it is a highly-optimized method expected to work on a million-scale dataset.

Related:

- <https://discord.com/channels/842007348272169002/890968933040009276/1248250919209140234>
- <https://memgraph.slack.com/archives/C01L7JL1L5/p1717746148197999>



matea16 mentioned this issue on Jun 17

Update docs on algorithms by adding the complexity info #846

Open

The Importance of Naming

— Good naming convention makes —
work easier on the long run

Mastering Naming Conventions

- Consistency is key: name files, tickets, and issues effectively
- Use identifiers like dates and ticket numbers
 - update-sitemap-20240831
 - WTD-269
- Check with team about SEO requirements

Frameworks, Languages and Tooling

— Get to know them since you will see them all of the time —

Format Your Content

- Markdown - <https://www.markdownguide.org/>
- HTML - <https://www.w3schools.com/html/>
- CSS - <https://developer.mozilla.org/en-US/docs/Web/CSS>
- ...

Frameworks for Building Sites

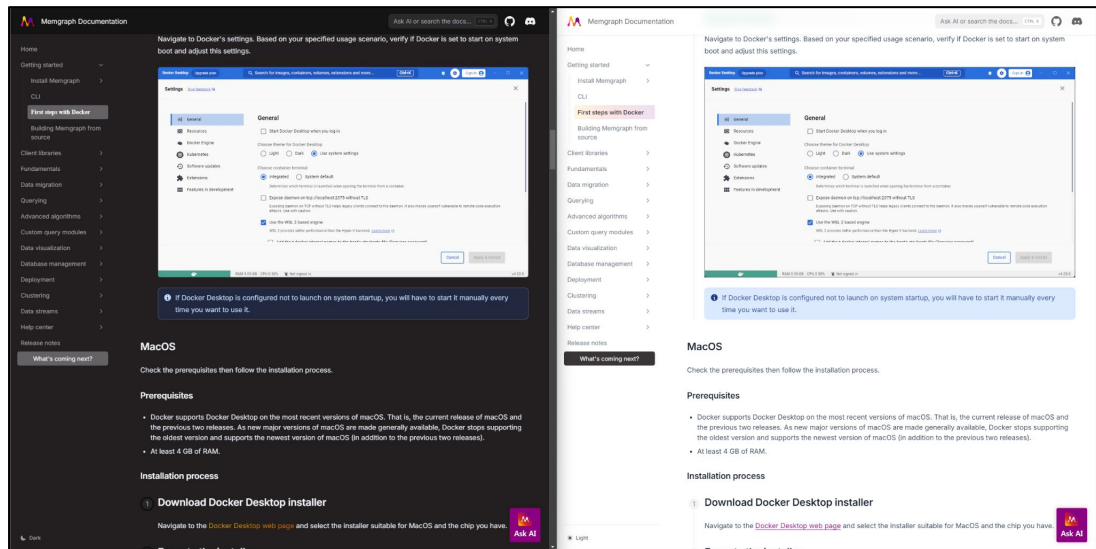
- Docusarus - <https://docusaurus.io/>
- MkDocs - <https://www.mkdocs.org/>
- Nextra - <https://nextra.site/>
- ...

Publishing Tools and Systems

- CMS
- Wiki
- Adobe RoboHelp - <https://www.adobe.com/products/robohelp.html>
- Madcap Flare - <https://www.madcapsoftware.com/products/flare/>
- ...

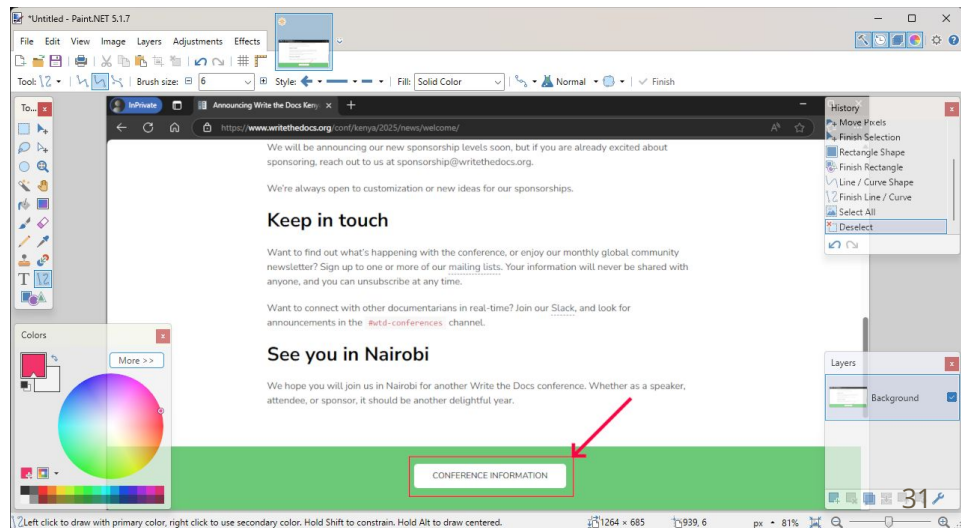
Images

- Use the right dimensions
- Choose the right format
 - PNG
 - JPG
 - GIF
 - SVG
- Focus on important part
- Check the dark mode



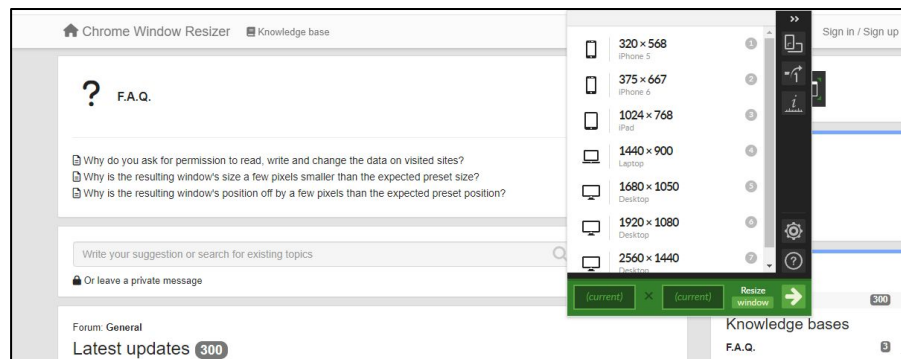
Tools and Apps for Images

- Optimize the size
 - Tinify - <https://tinypng.com/>
- Vector image editor
 - Inkscape - <https://en.wikipedia.org/wiki/Inkscape>
- Bitmap editors
 - Paint.NET - <https://www.getpaint.net/>
 - GIMP - <https://www.gimp.org/>



Tools That (Could) Make Your Work Easier (pt 1)

- Screenshot & screencast tools
 - SnagIt - <https://www.techsmith.com/snagit/>
 - Camtasia - <https://www.techsmith.com/camtasia/>
- Spell and grammar checking tools
 - Grammarly - <https://www.grammarly.com/>
 - Hemingway - <https://hemingwayapp.com/>
- Plugins for your favorite browser
 - SEO related tools
 - Screen resizer
 - Copy multiple tab URLs
 - Open multiple URLs at once
 - ...



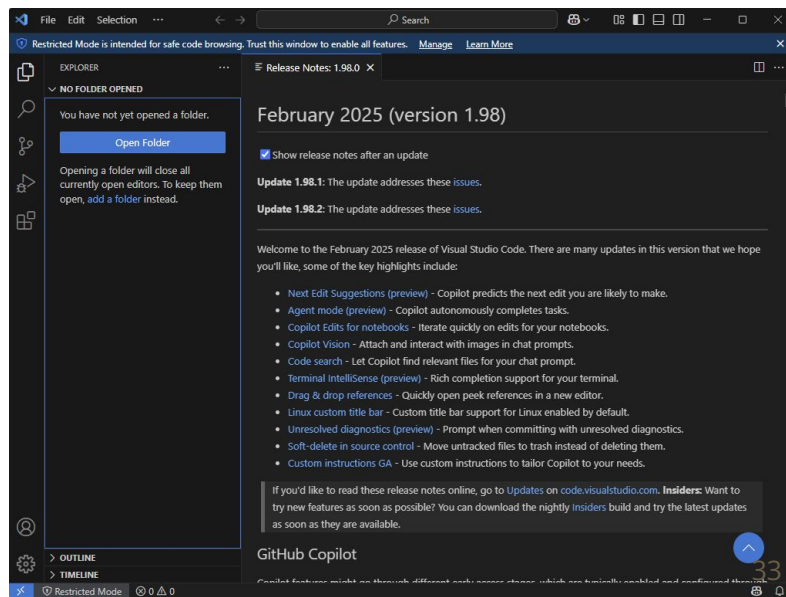
Tools That (Could) Make Your Work Easier (pt 2)

- Editors

- Visual Studio Code - <https://code.visualstudio.com/>
- Notepad++ - <https://notepad-plus-plus.org/>

- Infrastructure

- Docker - <https://www.docker.com/>
- VirtualBox - <https://www.virtualbox.org/>

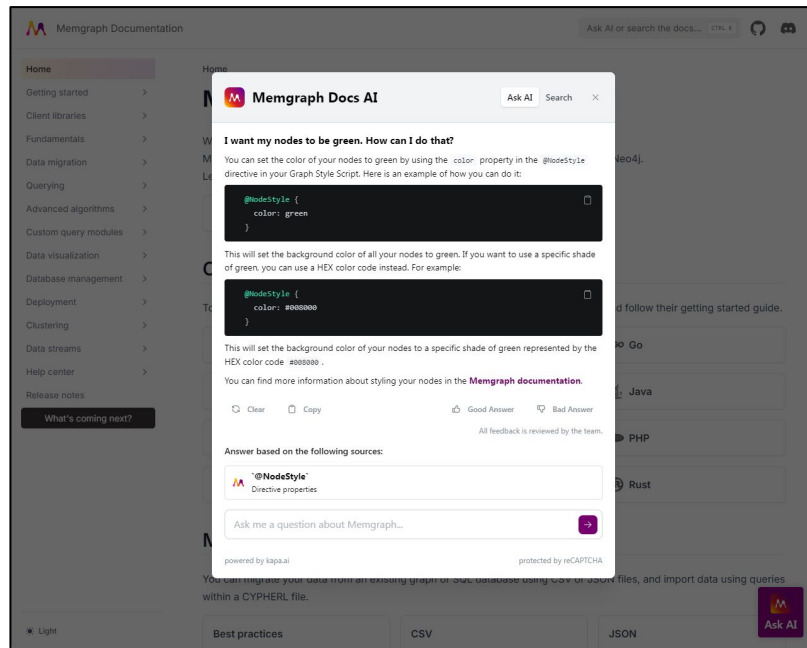


Leveraging AI

— Using AI tools to enhance
technical writing —

For What You Can Use AI tools?

- Learn how to use tools
 - Today it is very hard to avoid them
- Content creation
 - AI as your assistant: generate drafts, improve clarity
 - Automate tasks like formatting and tagging
 - Balance AI efficiency with human oversight
 - Check and verify the content generated by AI tools
- To enhance your documentation site
 - Kapa.ai - <http://kapa.ai>



**Tech writer community is
diverse and great :)**

So Many Great Communities are Out There

- Since you are here you already know about Write the Docs (<https://www.writethedocs.org/>)
- Look for local groups and meetings on Meetup and other similar services
 - There is a lot of on-line meetups
- Check out your favorite social media platforms for groups and individuals
- There are many blogs out there that are related to technical writing

Additional reading

— ...and bonus tips —

Just a Few Interesting Sites

- Free technical writing courses - <https://developers.google.com/tech-writing/announcements>
- Microsoft Writing Style Guide - <https://learn.microsoft.com/en-us/style-guide/welcome/>
- Google developer documentation style guide - <https://developers.google.com/style>
- Fabrizio Ferri Benedetti - <https://passo.uno>
 - <https://passo.uno/whats-wrong-ai-generated-docs/>
- Christina Mayr - <https://twpivots.my.canva.site/>
- Get your work recognized: write a brag document - <https://jvns.ca/blog/brag-documents/>

Christina Mayr

Beyond Tech Writing: How to Pivot to a New Career (Even If You're Not Sure Where to Go Next)

Swipe for more



Conclusion

— Let's wrap it up —

The End of my Talk... and Start of Your Journey?

- Your skills, creativity, and communication can make a difference
- Start the journey and continue learning
- Ask questions to get the answers
- Technical writing is a rewarding career that combines technology and communication
- By understanding the field, building the right skills, and continuously growing, you can advance and thrive in your technical writing career

Thank you!
It's Q&A time!

<http://kgolubic.com>
