

Patricia Santa Ana

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EXPERIENCE

Technical Writer

Cloudflare, Inc. | San Francisco, CA | 04/2022 – 05/2026

- Grew documentation pageviews by 107% to an average of 2,500 unique daily visitors by owning end-to-end documentation strategy for Application Security: Threat Detection products, conducting user research, analyzing performance data, creating 70+ new feature pages, and restructuring 50+ existing articles to surface content based on user state and product context.
- Reduced open support tickets and improved product sentiment by 25% by designing and shipping embedded video tutorials in documentation pages and the product dashboard, and by translating complex product and system concepts into clear, accurate documentation.
- Aligned content strategy across 10 product teams in an agile, AI-first environment by partnering with product managers, systems engineers, solutions engineers, content designers, and support staff to publish and maintain user interface copy, customer-facing developer documentation, knowledge base articles, and feature blog posts.
- Maintained documentation quality and community responsiveness across the full content lifecycle by enforcing editorial style guide standards, making end-to-end structural decisions, and resolving 100+ open issues per year through structured triage of external contributions from the customer community.

Technical Writing Intern

National Aeronautics and Space Administration (NASA) | Washington, D.C. | 08/2021 – 01/2022

- Produced 5 interface control documents covering meeting room systems, including laptop connection, HDMI setup, and projector configuration, by conducting hands-on system testing and interviewing IT staff to ensure technical accuracy for federal employees.
- Accelerated NASA CIO reorganization timelines by contributing to the management plan and partnering with Quality Management teams to migrate reference materials from physical to digital formats.

Technical Writing Intern

Tesla, Inc. | Palo Alto, CA | 06/2021 – 08/2021

- Reduced field support contacts for on-site installation teams by authoring DITA-structured Powerwall installation manuals for end-users across Europe, Africa, and Asia-Pacific—interviewing 3 field experts whose feedback surfaced accuracy gaps and enabled teams to self-serve documentation while on-site.
 - Improved Powerwall documentation usability by conducting structured usability testing and implementing targeted revisions based on findings.
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EDUCATION

California State University, Long Beach | Bachelor of Arts in English

- Dual concentration degree in Rhetoric & Composition and Creative Writing
 - Certificate in Professional & Technical Writing
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PROJECTS

Product Content Experience Summer Internship Program

- Launched and scaled a technical writing internship program, resulting in 20+ published tutorials across 3 months by collaborating with 3 product teams to design capstone projects, screening 600+ applicants, leading interview panels, and providing hands-on mentorship and editorial feedback.

Internal AI Prompt Library

- Accelerated AI adoption among non-technical staff by building an internal prompt library of 20+ ready-to-use prompts spanning use cases from developer-focused documentation pages to email response templates to equip teams with practical starting points to streamline their workflows without prior AI experience.
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SKILLS

Markdown, HTML, DITA XML, Visual Studio Code, Windsurf, Oxygen Authoring Tool, Atlassian, Amplitude, Git, OpenCode, Figma

HONORS

Magna Cum Laude, Phi Beta Kappa, President's Honor List, Exceptional Student Achievement Award