MACIEK JARECKI

Documentation Lead & Knowledge Architect

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Profile

I'm a Documentation Lead & Knowledge Architect with 10+ years of experience structuring internal doc systems and customer-facing content. I specialize in turning fragmented technical and product knowledge into clean, governed context – built for humans to read and AI agents to retrieve.

From information taxonomy and docs-as-code to LLM-ready knowledge bases, I make content discoverable, actionable, and scalable.

Core Competencies & Tech Stack

- **Strategic & Architecture**: Information Architecture, RAG Readiness, Taxonomy & Metadata Governance, Self-Serve Knowledge Strategy, Stakeholder Enablement
- **Platforms & Systems**: GitBook, Confluence, BookStack, Git, Schema DocuManager, Markdown, Docs-as-Code
- **AI & Modern Tooling**: Kapa.ai, Atlassian Rovo, Gemini & Notebook, Lovable (App Prototyping), Notion, Figma
- **Frameworks & Standards**: ITIL Service Management, ITCQF, Agile/Scrum Collaboration, Content Usability & Quality Standards

Professional Experience

Enterprise Knowledge & Content Lead | Allvue Systems

2025 - Present | Poland

- Lead the shift to a company-wide knowledge strategy, replacing departmental silos with shared taxonomy and governance across product and support.
- Restructure a 5,000+ page legacy knowledge base for AI retrieval, applying metadata tagging and content chunking to support RAG search.
- Deploy conversational AI search (Kapa.ai / Atlassian Rovo) across self-serve docs to deflect repetitive tier-1 support questions and speed up internal retrieval.
- Build cross-team documentation templates and contribution workflows, enabling squads to reliably maintain high-quality content.

Professional Experience (Continued)

Documentation Lead | Timebook

2021 - 2025 | Poland

- Built the documentation stack from scratch on GitBook, establishing structured taxonomies and release notes for public and internal audiences.
- Established docs-as-code workflows, versioning documentation and UI copy directly inside the Git repository.
- Partnered with product designers on UX microcopy, error flows, and onboarding journeys to eliminate user friction.

Information Developer | Rockwell Automation

2020 - 2021 | Poland

- Authored and structured complex technical documentation sets for industrial automation software, collaborating with engineering to ensure technical accuracy.
- Enforced visual and structural content standards across product lines while hiring and onboarding new technical writers.

Documentation Team Leader | Diebold Nixdorf

2016 - 2020 | Poland
Promoted: Senior Technical Writer 2018–2019, Technical Writer 2016–2018

- Promoted through three successive roles to lead daily operations, sprint planning, and technical writing delivery.
- Aligned documentation delivery with global product release cycles, establishing peer-review workflows and quality standards across the writing squad.
- Migrated legacy documentation libraries to modern authoring systems and led the hiring and onboarding of new technical writers.

Education & Certifications

- **MA in English**: University of Silesia (2004-2006)
- **BA in English & Teaching**: Teachers' College, Rzeszów (2001-2004)
- **Certifications & Training**: ITIL Service Management, ITCQF, Google Technical Writing, Confluence for Docs, Google Skills of Tomorrow

Languages

- **English:** Full Professional / Fluent
- **Polish:** Native

I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process in accordance with Article 6(1)(a) of Regulation (EU) 2016/679 (GDPR).