

Nolwenn Marjou

Turning complex software into clear, AI-powered, multilingual knowledge

Thonon-les-Bains, France | nolwenn.marjou@gmail.com | [linkedin.com/in/nolwenn-marjou](https://www.linkedin.com/in/nolwenn-marjou)

- **15+ years** across documentation, product knowledge, and localization in global software.
- **Lead Product Knowledge at beqom:** global team, 4 product lines, documentation localized into 70+ languages.
- **Bringing AI into knowledge work:** custom AI agent skills and automated localization pipelines.

ABOUT

Technical translator and writer by training, I have grown from freelance translation into technical writing and now lead Product Knowledge, with hands-on expertise across the whole spectrum: technical content, documentation, training material, knowledge bases, and localization. I am a patient, detail-oriented leader who likes untangling hard problems, building strong teams, and shipping products that genuinely help the people using them, and I am always happy to learn something new along the way.

EXPERIENCE

Head of Product Knowledge

Mar 2018 – Present

beqom • Nyon, Switzerland · B2B SaaS enterprise compensation & performance management software

- Lead and mentor a global team, guiding two writers to produce structured, high-quality documentation across four product lines.
- Introduced docs-as-code workflows (Git, Markdown, CI/CD), tightening collaboration and aligning documentation releases with engineering and product cycles.
- Author complex technical content (REST API guides, SDK documentation, admin tutorials, and use-case content) for both technical and non-technical readers.
- Contributed to support ticket reduction efforts by building self-serve content and knowledge bases that help users solve issues on their own.
- Own localization across 70+ languages, running the multilingual documentation strategy and partnering with vendors to keep quality and consistency high.
- Partner closely with Product, Engineering, and Support to keep documentation and training materials accurate and genuinely useful.
- Bring AI into knowledge management, implementing AI-enhanced processes for team productivity and AI-powered experiences for knowledge base users.

Technical Writer

Mar 2014 – Mar 2018

New Access (now FNZ) • Geneva, Switzerland

- Defined the documentation strategy and roadmap.
- Created and maintained documentation for 5+ software products.
- Translated product documentation from English into French.
- Managed the documentation library and change-management process.

Freelance Technical Translator

Jun 2009 – Mar 2018

CQFD Traductions • Thonon-les-Bains, France · Freelance

- Translated, edited, proofread, and post-edited (post-MT) technical content across automotive, machinery, IT (hardware & software), and medical domains.
- Built long-term translation partnerships with large translation and localization companies.

- Reviewed technical translations and managed translation projects.

Project Coordinator

Jun 2011 – Oct 2011

Version Internationale • Lyon, France

- Ran end-to-end project management for large-scale and smaller projects.
- Managed client relationships and coordinated vendors.

Post-MT Editor / Translator

Mar 2008 – Jun 2009

Altica Traductions • Voiron, France

- Post-edited (post-MT) large-scale IT, automotive, and technical translation projects.

PERSONAL PROJECTS (AI & AUTOMATION)

Self-initiated side projects exploring AI in knowledge and localization workflows:

- Built and evaluated custom AI agent skills that automate document screening and classification, using eval-driven testing to benchmark accuracy and cost against a no-skill baseline (reached 100% pass rate vs. 92%).
- Developed an automated localization pipeline that generates Lokalise-ready glossaries and translation memories across 6+ languages, with auto-fill and manual-review flagging for ambiguous terms.
- Integrated large language models (Anthropic Claude, ChatGPT, Google Gemini) into content and knowledge base workflows to speed up authoring and improve end-user self-serve experiences.

SKILLS

Knowledge & Documentation: Knowledge Management, Technical Writing, Software Documentation, Docs-as-code, Content Strategy & Planning, UX Writing, Content Management Systems (CMS), Proofreading

Localization: Localization Management, Internationalization, Globalization, Website & Software Localization, Localization Testing, Technical Translation, Post-MT Editing

Tools: Git, GitHub, Markdown, HTML5, CSS, Jira, Confluence, MadCap Flare, Author-it, Lokalise, SDL Trados, Wordfast, Microsoft Office

AI: Anthropic Claude, ChatGPT, Google Gemini, AI-enhanced knowledge processes

Leadership: Team Leadership, Product Management, Strategy, Change Management, Project Management

LANGUAGES

French: Native / Bilingual

English: Native / Bilingual

German: Professional Working

EDUCATION

Université de Bretagne Occidentale

2007 – 2008

Master's Degree (M2), Technical Translation & Technical Writing

Université Jean Moulin (Lyon III)

2006 – 2007

Master's Degree (M1), English / Linguistics

Université Jean Moulin (Lyon III)

2005 – 2006

Bachelor's Degree, English Linguistics

Université de Reims Champagne-Ardenne

2002 – 2005

Undergraduate studies, English Linguistics