

ROSE BARFIELD

Technical Product Specialist

I don't JUST write about technical tools. I've built, designed, UX/UI tested, coded, marketed, and taught others how to use them!

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Gent, Belgium (CET)

www.feltpfaerie.com (Portfolio)

www.linkedin.com/in/feltpfaerie/

<https://github.com/feltpfaerie>

SKILLS

Customer Success
Tutoring
Instructional Design
Technical Writing
Content Strategy
UX/User Research
AutoCAD/BricsCAD
Stakeholder Mgmt
Data Visualization

IT SKILLS

Git
Visual Studio
Python
XML

LANGUAGES

English - native
Dutch - B2
French - A2

CERTIFICATIONS

Technical Writing Certification

INTERESTS

Drumming
Dungeons & Dragons
Climbing
Weight Lifting

PROFILE

Versatile Technical Product and Documentation Specialist working towards an MSc in Computer Science & AI and a background in Industrial Design.

Expert in bridging engineering and user needs through instructional design, UX research, and high-impact content strategy. Proven track record of scaling user-facing global programmes and creating technical outputs that drive long-term user success.

WORK EXPERIENCE

Technical Product & Training Specialist

Freelance, Belgium / remote / 2025 - Current

Services

- Onboarding programme design for technical products (CAD, SaaS)
- Workflow optimisation and user adoption strategy
- Technical documentation and knowledge base development
- Training delivery (live sessions, async learning, video tutorials)
- Product education content (blogs, walkthroughs, support content)

Selected Work

- CAD Resellers (multiple clients)
Designed and delivered onboarding, training, and workflow support for CAD tools, improving user confidence and enabling more effective self-service support
- Product Social Content
Created blogs and video tutorials to support onboarding, feature adoption, and ongoing user engagement

Technical Documentation, UX and Product Ownership - Bricsys / 2018 - 2025

- Built and scaled a beta programme from the ground up, creating a structured feedback loop for 500+ global users.
- Managed a global influencer network, increasing community reach and supporting product visibility.
- Created high-performing technical content that continued to drive traffic more than five years after publication.
- Helped bring UX thinking into product decisions, bridging customer needs, product direction and clearer learning content.

Technical Illustrator - CMI Defence, Liegé, BE / 2016 - 2018

- Produced technical documentation and diagrams under strict QA standards.
- Supported training through clear, structured visual documentation.
- Worked with engineering teams to maintain technical accuracy and compliance.

Technical Illustrator - Boeing, Welwyn Garden City, UK / 2014 - 2016

- Created structured aircraft repair manual illustrations aligned with regulatory standards.
- Translated complex engineering data into clear technical documentation.

Technical Documentation Specialist - Morgan Motors, Malvern, UK / 2013 - 2014

- Produced manuals and technical diagrams with engineering teams.
- Supported documentation for manufacturing and assembly processes.

Bar Supervisor - Nightclub - Careys, Coventry, UK / 2009 - 2011

- Managed nightly bar operations

Freelance Music Tutor - Coventry, UK / October 2011 - May 2013

- Led private instrumental tuition - Guitar, Drums and full band ages 8 - 16

EDUCATION

MSc Computer Science & AI

University of Essex / January 2026 - Current

BSc Industrial Design

Coventry University 2013