

CHRIS BOERGER

Technical Communication Manager

CALL +41797418613



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www.chrisboerger.com



PROFILE

As an adept in digital innovation, I specialize in crafting AI-driven CX journeys for enduring customer success. My proficiency spans educating users, creating comprehensive support documentation, and communicating complex technical information to non-technical audiences. Understanding the pivotal role of documentation in conversion and retention, I am dedicated to crafting informative content that enriches user experiences and fosters engagement. Moreover, in an AI-centric landscape, I prioritize knowledge management tailored to AI systems, facilitating seamless integration of business insights to enhance customer satisfaction and operational efficiency.



KEY SKILLS



EXPERIENCE (page 1/2)

- TECHCOMM MANAGER** 2023-CURRENT
tipee SA - Customer Success (HR SaaS biz)
I specialize in streamlining technical information flow and implementing Intercom for customer engagement. I facilitate omnichannel service and focus on customer-centric approaches to enhance satisfaction. I help improve communication by leading Implementation of intercom for AI conversational customer engagement. Key ideas for a Technical Communication Strategy and robust internal knowledge base.
- DIGITAL TRANSFORMATION MANAGER** 2022-2023
Eversys SA - Corporate Services (Coffee biz)
The role involves conducting cross-department audits to understand the company's ecosystem, setting up a tools package for Eversys and its subsidiaries, and monitoring global trends in digital tools to implement new initiatives for digital transformation.
- TECHCOMM MANAGER** 2020-2022
Eversys SA - Customer Support & Product Management (Coffee biz)
I established and led the Technical Communication Department, setting up resources, tools, objectives, KPIs, budget, and long-term strategies. I managed a team to implement tools like ticketing and hotline systems, streamlining operations in Customer Service and technical support. Additionally, I developed a comprehensive knowledge base for customer access, integrating documentation, FAQs, videos, and more, enhancing support channels that was connected with a futur proof CCMS XML tool. I also oversaw the creation of extensive documentation for external stakeholders, ensuring alignment with customer, distributor, and regulatory needs.

INFO

Name	Christopher Boerger
Age	46
Date of Birth	14/11/1977
Gender	Male
Status	Proud Dad
Nationality	
Languages	English (native) French (native) German (basics)
Address	Rue Pestalozzi 9 1400 Yverdon Vaud, Switzerland

ONLINE

- <https://www.linkedin.com/in/christopher-boerger-b7bb64b3/>
- <https://www.facebook.com/christopher.boerger.9>
- Schedule with me:**
<https://calendly.com/chrisboerger>

REFERENCES

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EXPERIENCE (page 2/2)

● TECHNICAL COMMUNICATION SPECIALIST 2017-2019

Eversys SA - Customer Support (Coffee biz)

Responsible for Client facing documentation. Tasks included but were not limited to Product Manuals (IFU, SM), Software Manuals, 3D photorealistic animation videos, and communication with customers (software release notes, technical updates, support). Implementation of new tools and processes. Authoring master language: English. Translation of 15+ languages.

● TECHNICAL WRITER - PROJECT MANAGER 2010-2017

Karbonic SARL (Comm Agency, various industries)

Active in medical, dental, watchmaking, consumer goods, and mechanical industries. Working as a Technical Writer, I created and maintained documentation such as User and Service Manuals, API, GUI and HMI as well as marketing content (e.g. leaflets, 3D animations and 3D renderings). As an Account Manager, I developed new markets and signed new deals in various industries. (E.g. Bien-Air Dental, Bio-Rad, Sécheron, Acteon, Tissot, Felco)

● MECHANICAL DESIGNER

Previous 2010

Maillefer, Nextrom, Endes, Bobst

As a CAD/CAO Designer, I utilized various softwares (NX, Solidworks, Solidedge and more) to design and conceptualize client projects. This included creating manufacturing and assembly drawings, and implementing parts into the MRP system. Additionally, I produced technical documentation such as customer implementation drawings and installation protocols to ensure project success and system functionality.

EDUCATION

● ENGINEERING AND MEDIA MANAGEMENT 2002-2003

(comem+) | HEIG-VD

Analysis and study of media and communication. comem+ is a section of the HEIG-VD, a school of the HES-SO.

● TRAINEE MECHANICAL DESIGN 1999-2001(1994-1998)

NEXTROM SA (+ BOBST SA)

CFC with a merit award. 3D Design and conception working in the head extrusion department. With I-Deas CAD/CAM software systems.

INTEREST



CAMPING



KITESURFING



HANDISPORT



COFFEE



COOKING

SOFT SKILLS

PROBLEM SOLVING

ENTHUSIASTIC & CREATIVE

LEADERSHIP

CRITICAL THINKING

CUSTOMER-FOCUS MINDSET

TOOLS

ADOBE CREATIVE SUITE

CRMs (zendesk, intercom)

FRAMEMAKER

PALIGO (XML CCMS)

KEYSHOT (3D Rendering)

CERTIFICATES



2023 Set up Intercom for your business



2021 zendesk administrator



2017 CAPM - PMI (Project Management Institute)

VOLUNTEERING

Verbier4All

Handicap Sport

2023 - As a Cimgo pilot for downhill adapted bicycle

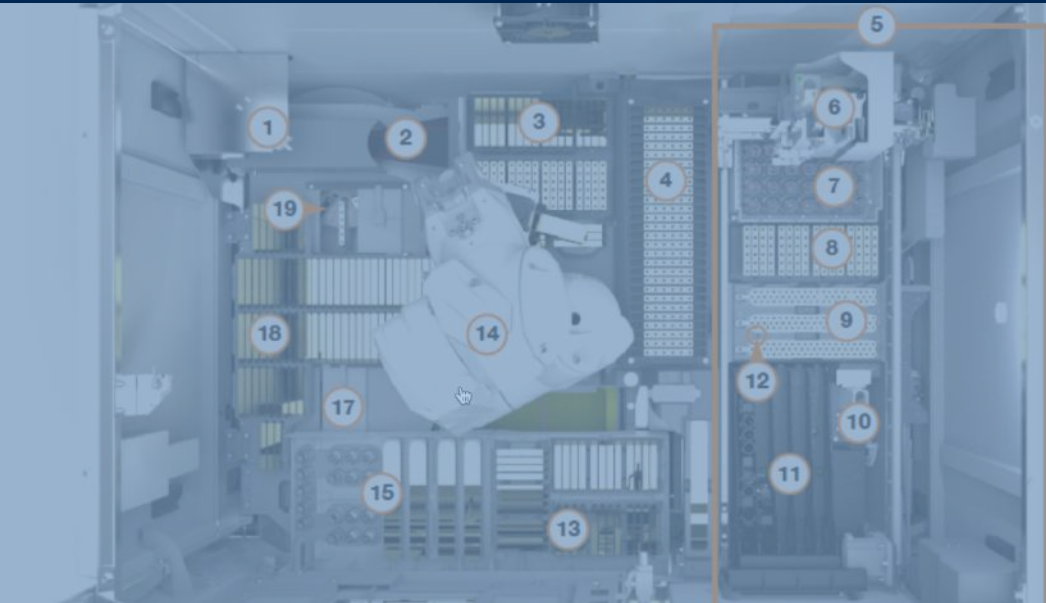
2021 - As a Dualski pilot for inclusive ski

CHRIS BOERGER

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SCAN TO VIEW
MY PORTFOLIO



IH-500 IFU & SM

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Chris helped us in creating high value user manuals and contributed to a successful launch of a new fully automated system. I appreciated working with Chris and his high professional knowledge and working attitude.

<https://www.chrisboerger.com/portfolio-collections/my-portfolio/project-title-4>

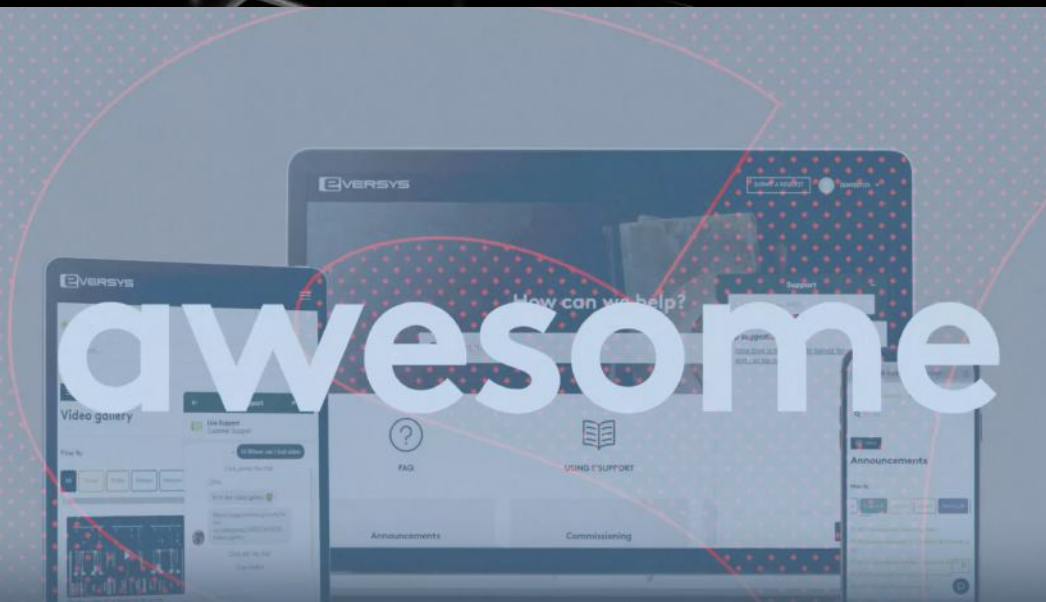


CAMEO

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Christopher brought the technical communication at Eversys to the next level. Thank to his professionalism and knowledge, he created high quality material for technical teams as well as for end customers. Eversys' communication did greatly improved particularly thank to the videos and 3D rendering Chris created. His ideas helped to decrease the time spent for document creation and supported numerous department such as Marketing, RH and production.

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ZENDESK

“

Over the last couple of years I have worked very closely with Chris. He has always exhibited the highest levels of productivity and maintained a smooth operational level within the team. Chris has the ability to be an excellent problem solver and maintained the focus on the teams common goal. I am personally grateful for all of Chris's contributions, work ethic and communications skills to add value wherever he works.

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