

# GREGORY MARSHALL

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## SENIOR TECHNICAL WRITER

Highly accomplished and results-oriented Senior Technical Writer with over 10 years of experience in crafting clear and concise documentation for diverse audiences across various industries. Proven ability to translate complex technical concepts into user-friendly materials, including overviews, guides, API documentation, code samples, and cloud services. Adept at collaborating with cross-functional teams, managing multiple projects, and delivering high-quality content within tight deadlines.

## CORE SKILLS & COMPETENCIES

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| <ul style="list-style-type: none"><li>• <b>Technical Writing, Editing</b><br/>Expert in creating clear, concise, and user-friendly technical documentation for diverse audiences.</li></ul> | <ul style="list-style-type: none"><li>• <b>Cloud Services</b><br/>Deep understanding of cloud platforms, including AWS, Microsoft Azure, Google Cloud, and Oracle Cloud Infrastructure.</li></ul>            | <ul style="list-style-type: none"><li>• <b>Agile Project Management</b><br/>Proven ability to manage multiple projects and deliver high-quality content under budgets and deadlines.</li></ul>                  |
| <ul style="list-style-type: none"><li>• <b>Content Management</b><br/>Proficient in using CMS platforms, including SharePoint, Confluence, Backstage.io.</li></ul>                          | <ul style="list-style-type: none"><li>• <b>Communication &amp; Collaboration</b><br/>Excellent communication skills with a proven track record of working effectively with cross-functional teams.</li></ul> | <ul style="list-style-type: none"><li>• <b>Tools &amp; Technologies</b><br/>Confluence, Jira, Slack, Git, GitHub, Postman, Markdown (Git, RST) Microsoft 365, VS Code, Docker, Linux, MacOS, Windows.</li></ul> |

## PROFESSIONAL EXPERIENCE

<b>Senior Technical Writer, Connected Vehicle Cloud (contract)</b> <b>Ford Motors</b>	<b>2023 - 2024</b> Seattle, Washington
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- Authored developer content for API onboarding, technical overviews, architecture diagrams, workflows, and how-to guides for feature teams building services on Ford Motor's Connected Vehicle Cloud platform.
- Migrated developer content to Backstage.io platform; work with internal engineering to resolve content rendering issues; create and review content templates; research and propose new functionality to automate routine tasks.
- Collaborated with command and control, data feed, and telemetry feature teams to drive assigned Jira content tickets to closure and alignment with sprint milestones.

<b>Senior Technical Writer, Adobe Commerce on Cloud (contract)</b> <b>Adobe</b>	<b>2022</b> Seattle, Washington
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- Authored onboarding guides, technology overviews, architectural diagrams, and code samples in support of Adobe Commerce on Cloud infrastructure developers.
- Collaborated with stakeholders to develop, review, and get sign off on content plans for new Blue/Green deployment and disaster recovery features.
- Engage with the Magento open-source community to address and fix community reported content issues.

<b>Senior Technical Writer (FTE)</b> <b>Oracle</b>	<b>2020 - 2021</b> Seattle, Washington
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- Authored Oracle Cloud Infrastructure (OCI) content for workflow as a service, multifactor authentication (MFA), single sign on (SSO), certificate services, identity management (IDM), and telemetry services.
- Help Oracle obtain FedRAMP+ certification for Impact Level 5 systems (IL5) on OCI by reviewing security control responses and providing guidance on terminology and language usage standards for technical control responses.
- I provided constructive feedback to peers during content review sessions to address clarity, structure, and flow.

<b>Senior Technical Writer (contract)</b> <b>Walt Disney Company</b>	<b>2018 - 2019</b> Seattle, Washington
<ul style="list-style-type: none"> <li>▪ Authored mobile SDK REST API documentation in preparation of v2 API release to support developers integrating with Disney's content delivery network (CDN) and Unified Messaging (UM) platforms.</li> <li>▪ Redesigned the API Confluence portal to consolidate, purge, and reuse content; improve content discoverability and solicit feedback from stakeholders via Slack, email, daily standups, and content review meetings.</li> <li>▪ Authored step-by-step platform upgrade guides for key customer scenarios.</li> </ul>	
<b>Senior Technical Writer (contract)</b> <b>City of Seattle</b>	<b>2016 - 2018</b> Seattle, Washington
<ul style="list-style-type: none"> <li>▪ I wrote 200+ IT technical standard operational procedures (SOP) to capture system engineer tribal knowledge in support of operational strategy for data center migration unifying Seattle City Hall, City Light, Public Utilities, Police, and Fire IT departments.</li> <li>▪ Designed user interface (UI) layouts and content rendering for all content types; work assigned tickets to closure to meet staging and production release milestones.</li> <li>▪ Authored the City of Seattle's Active Directory Governance Risk &amp; Compliance (GRC) runbooks for IDM and security Incident response.</li> </ul>	
<b>Information Security Analyst, Senior Technical Writer (contract)</b> <b>UW Medicine</b>	<b>2014 - 2015</b> Seattle, Washington
<ul style="list-style-type: none"> <li>▪ 24 x 7 IT Security Operations incident response for compromised user network and email accounts, phishing scams, and malware infections.</li> <li>▪ IT Security ambassador presenting data security and privacy requirements to new incoming UW medical students; help students configure mobile device encryption to mitigate personally identifiable information (PII) risk exposure.</li> <li>▪ Reduced the enterprise application security assessment duration in half. Without an Enterprise GRC solution, I designed a SharePoint site to automate the mapping of NIST 800-053r4 and HIPAA security controls to applications and IT infrastructure services; Conducted 25 internal application security audits, profiling application details to identify, address, and close security gaps critical to improve UW Medicine's application security risk posture.</li> </ul>	
<b>Security Content Manager (FTE)</b> <b>Microsoft Corporation</b>	<b>2007 - 2013</b> Redmond, Washington
<ul style="list-style-type: none"> <li>▪ I drove the content strategy for 8 technical writers and 2 editors focused on security content for Group Policy, Windows Update Services (WSUS), user account control (UAC), Bit Locker, and certificate services on Windows server systems.</li> <li>▪ Authored the "Controlling Windows Communication with the Internet" guide, providing technical details on managing Windows inbound and outbound communication with the internet using group policies to secure systems, services, and user privacy controls.</li> <li>▪ Awarded the quarterly "Gold Star Award" by group VP for proactively researching and writing guidance to resolve the top 20 Windows system errors and events clicked on by customers using Windows Event Viewer.</li> </ul>	

## EDUCATION

<b>Unix &amp; Linux Administration</b> , University of Washington	<b>2004 - 2005</b>
<b>Project Management</b> , University of Washington	<b>2003 - 2004</b>
<b>Data Communications</b> , University of Washington	<b>1995 - 1996</b>
<b>Software Product Management</b> , University of Washington	<b>1994 - 1995</b>
<b>Bachelor of Science, Psychology</b> , University of Washington	<b>1990 - 1994</b>
<b>Basic Military Training, Logistics, Data Processing</b> , United States Air Force	<b>1983 - 1988</b>