



Andrew DiMola

DOCUMENTATION ENGINEER &
DEVELOPER EDUCATOR

Details

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Links

[LinkedIn](#)
[GitHub](#)
[Website](#)
[Portfolio](#)

Skills

HTML / Markdown / CSS

JavaScript / TypeScript

React / Vue

PHP / Hack

Java

Confluence / MediaWiki

Windows / Unix / Linux

Git

Adapting to new tooling

Profile

Experienced developer educator, documentation engineer, technical writer, and developer with a passion for supporting engineers and open-source developers. Proven expertise in technical writing and information architecture, driving effective knowledge management strategies. Ready to lead a team of knowledge workers and enhance the productivity and success of your team and developers worldwide.

Employment History

Developer Educator, Grammarly

AUGUST 2022 – PRESENT

- Maintain the Grammarly for Developers open-source GitHub repository, increasing traffic from 2,000 to 7,000 viewers per month.
- Manage the product documentation and technical writing team for the Grammarly Text Editor SDK, increasing MAU from 45,000 to 105,000 and NPM package downloads from 80,000 to 140,000 per month.
- Manage documentation and technical writing team for new, experimental features for GrammarlyGO, Grammarly's generative AI product offering.
- Create documentation for new product features, create code examples in JavaScript, React, and Vue, and create and manage Vue components on the site; for example, a dynamic glossary and an interactive demo for custom CSS options.
- Host monthly office hours with the Grammarly for Developers community.
- Triage issues and answer product, support, and discussion questions.
- Launched the Text Editor SDK from closed beta to general availability.

Documentation Engineer, Meta / Facebook

MAY 2019 – AUGUST 2022

- Managed open-source documentation and created internal documentation for the Hack programming language—Meta's primary programming language, used by tens of thousands of engineers—and the HHVM virtual machine.
- Led a company effort to improve code quality across internal programming languages, focusing on code language style guides for writing documentation strings and automatically generating documentation across internal tools.
- Created internal infrastructure documentation for end-to-end service management, focusing on documentation for capacity management and auto scaling techniques for predicting capacity in containerized environments.
- Taught best practices of information architecture, including how to design and manage content, how to improve discoverability of information, and how to leverage internal tooling to prove documentation success.
- Conducted user research interviews to capture customer feedback.
- Implemented feedback and other enhancements in internal tools and UIs.
- Managed and mentored new hires.

Technical Writer, Pitney Bowes / Borderfree

MAY 2017 – MAY 2019

- Managed product documentation for the Pitney Bowes Cross-Border and Pitney Bowes Complete Marketplace global ecommerce products, and created product documentation for the Pitney Bowes Shipping Services APIs.
- Led communications for the Cross-Border product, including emails for new product releases and notifications for product downtime and maintenance.

- Managed English copy and translation copy for 13 languages in the Borderfree Envoy checkout product.
- Reduced call volume in Borderfree call centers by 35% by converting webinar videos into tutorial videos for self-service learning.
- Created new self-serve process and repository for translation files.
- Conducted A/B tests for the Envoy checkout.

Technical Writer, Sagitec Solutions

DECEMBER 2015 – MAY 2017

- Led monthly training sessions and software demonstrations.
- Designed and copy-edited user guides and mock software simulations.
- Developed interactive eLearning courses and software tutorial videos.

Application Developer, SEI Investments

JULY 2014 – JULY 2015

- Implemented new charts and views for the desktop and mobile application.
- Reduced the onboarding process for new developers from one week to 2-3 days.

Education

B.S. in Computer Science, University of Delaware, Newark, DE

AUGUST 2010 – MAY 2014

Concentration in game design and artificial intelligence