

Antony William

E-mail: antonyramalhopro@gmail.com
Number: + 55 83 9 96571241
Linkedin: <https://www.linkedin.com/in/antony-william/>

São Paulo, Brazil

TECH WRITER SUMMARY

Technical writer with 6 years of specialized experience creating accessible documentation and enhancing user engagement in the technology and banking sectors.

Impact Metrics:

- Guide to Accessibility:** Authored a usability and best practices manual for the largest bank in Latin America, enhancing documentation quality and accessibility and achieving a 95% satisfaction rate among visually impaired users.
- Training Manuals and Migration:** Developed an online documentation portal and training materials that boosted user documentation consumption by 140% and decreased support team workload by 34%.
- Redesigned Educational Content:** As a volunteer tutor, I reworked academic material for elementary students, significantly enhancing accessibility and comprehension, which led to a 100% approval rate and an increase in average grades from 6.2 to 8.5.
- Project Leadership:** Directed a team of technical writers in documenting 400 API endpoints, collaborating with over 10 teams to ensure precise and consistent communication.

TECHNICAL SKILLS

Technical Writing: API/SDK Documentation, Markdown, SaaS, SDLC, Blockchain, UX Writing, AWS Documentation, API Documentation, ERP, Intranet Docs, Training Materials, Project Coordination, Tech Diagrams/Visual Aids, Code Samples/Authoring, Bilingual Docs (EN/PT), OpenAPI Spec, SEO, Tech Drawings, Doc Migration, Simplifying Complex Tech Terms, Procedural Writing, Product Documentation, Knowledge Management, Ransomware Protection, Disaster Recovery, Data Security, Cyberstorage, Active Directory Integration, Backup Solutions.

Tools: Docusaurus, Hugo, Confluence, SharePoint, Swagger, Visual Studio Code, Git, GitLab, MadCap Flare, Adobe Photoshop, Bizagi Modeler, Notion, Microsoft Office (PowerPoint, Word, Excel), Stoplight, Jira, Slack, Figma, Power BI, N8N, Postman, Google Analytics, MobaXterm.

Development: Web3.js, HTML, CSS, JavaScript, TypeScript, Node.js, Express, Tailwind CSS, C++, .NET, Python, MySQL, SQL, YAML, JSON, RESTful API Integration, CI/CD Documentation, VMs (Virtual Machines), XML.

AI & Automation: Claude AI, ChatGPT, Prompt Engineering, AI Integration Workflows, Chatbot Documentation, LLM Implementation, Python Automation Scripts, API-based AI Solutions.

PROFESSIONAL EXPERIENCE

Senior Technical Writer (Canada - remote) *Superna* Apr 2024 – Present

Superna is a global leader in cyberstorage and data security solutions for hybrid and multi-cloud environments.

- Built a new documentation system for Superna, a cyberstorage security company, serving 4,300 active users with 37,200 views monthly across platforms.
- Created documentation templates and standards for product teams, reducing production time by 40%.
- Created product guides, API documentation, technical specifications, user manuals, security implementation guides, configuration guides, troubleshooting resources, integration documentation, release notes, deployment guides, and system administration documentation.
- Designed technical documentation for cybersecurity solutions, data protection, disaster recovery, and storage management technologies.
- Developed Python scripts for automated content validation and grammar checking, speeding up the documentation process by 60% and accelerating version releases.
- Added review tools and Google Analytics, increasing user engagement by 28% and generating 66,000 trackable events for content improvement.
- Migrated 1,000+ pages from the old platform to the new Markdown-based system while attracting 1,800 new users.
- Built search with AI features, improving information discovery time by 70% across all product documentation.

Technical Writer / Developer Freelancer (remote)

AWRIT

Jun 2019 – Current

Self-founded company where I work as a technical writer specializing in documentation for companies in the United States, Canada, and Portugal.

- Software development and web technologies, including HTML, CSS, JavaScript, Python, C++, and MySQL.
- Created and managed comprehensive documentation for APIs, Products, blockchain, SDLC, SDKs, UX, AWS, ERP, SaaS, Intranet systems, FAQs, release notes, and how-to guides.
- Managed, maintained, and updated documentation in Confluence, SharePoint, Notion, Docusaurus, MadCap Flare, Bizagi Modeler, Stoplight, Swagger, Postman, GitHub, and WordPress.
- Worked in the documentation process of utilizing tools like Claude and ChatGPT, product documentation, prompt engineering, teaching, and showing coworkers how to best use AI tools.
- Developed training materials and tutorials in both document and video formats.
- Lead documentation projects from inception, content management platforms, coordinating across teams, and designing visual aids to clarify technical concepts.
- Crafted web solutions focus on documentation, dashboards, and knowledge dissemination.
- Specialize in documentation-focused data analysis, utilizing Python automation and Power BI to track KPIs, optimize content, and enhance documentation quality.

Senior Technical Writer (remote - contract)

Zup Innovation

fev 2024 – Apr 2024

Zup is a leading innovator in digital transformation and software solutions in Brazil.

- Managed the knowledge transfer for 10 cross-functional teams, overseeing the migration of 2,500 pages of Confluence documentation into SharePoint.
- Utilized Docusaurus to create internal training guides and API documentation, enhancing the accessibility and usability of technical resources for internal stakeholders.
- Developed SharePoint templates and personalized guides for internal use, which standardized document creation processes and improved team productivity.
- Fostered a culture of documentation within the organization by mentoring developers and other employees, resulting in increased documentation quality and team engagement.
- Worked in the documentation process of utilizing tools like StackSpot AI, product documentation, and prompt engineering (Claude and ChatGPT), teaching and showing coworkers how to make the best use of the tools provided by the company.

Senior Technical Writer (remote)

RPE - Retail Payment Ecosystem

Mai 2023 – Fev 2024

RPE is a provider of retail payment solutions specializing in streamlining transactions for global retailers.

- Project Leadership and Management: Led a small team of technical writers to document 400 API endpoints, effectively collaborating with over 10 cross-functional teams to ensure accuracy and consistency in technical communication.
- Documentation Strategy and Development: Pioneered the creation of templates and manuals tailored to standardize documentation practices across the team.
- Technical Proficiency and Tools: Utilized language and OpenAI specifications to craft clear and concise documentation. Leveraged tools such as Swagger to manage and present API services.
- Training and Mentorship: Developed and conducted training sessions for new and existing team members on best practices in technical writing and documentation processes.
- Visual and Technical Content Creation: Creation of diagrams, charts, and other visual aids to elucidate complex technical concepts.

Technical Writer (remote)

Zup Innovation

Oct 2022 – Jun 2023

- Authored a comprehensive usability and best practices manual, significantly enhancing documentation quality and ensuring accessibility for visually impaired users, boosting satisfaction to 95%.
- Crafted and maintained precise technical documentation, including API guides, release notes, and how-to manuals.
- Championed documentation standards across teams, mentoring developers in adopting OpenAI specifications for consistent and scalable documentation.
- Proficient in leveraging development tools such as Visual Studio Code, Git, GitHub, and GitLab to maintain and track documentation revisions.

Technical Writer / Developer (remote)

Itecsa

Aug 2021 – Oct 2022

Itecsa creates IT solutions and innovations for major clients like UNIMED.

- Elevated to a developer role, started the creation of an online documentation portal and internal training documentation, enhancing client engagement and accessibility, facilitating a 120% increase in user documentation consumption, and decreasing the support team's workload by 34%.
- Pioneered and authored a technical training manual as an intern, which was adopted company-wide for onboarding.
- Migrated previous user manuals and technical documentation versions by transitioning from PDF to the documentation portal.
- Implemented and refined features with consistent SEO optimization to boost system visibility and functionality.

EDUCATION

UniCesumar <i>MBA, Knowledge Management in Organizations</i>	São Paulo, SP 2024 - 2025
UNIESP <i>BSc, Technology in Internet Systems</i>	São Paulo, SP 2019 –2021

LANGUAGES

Portuguese – Native
English – EF SET Certificate - (C2 PROFICIENT)