Ashraf Khamis

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Permit: Red-White-Red Card plus

WORK EXPERIENCE

Senior Technical Writer (Apr 2019 – Present)
Magnolia International Ltd. (Vienna, Austria)

- Create, update, and maintain developer documentation in collaboration with other technical writers and software engineers
- Participate in scrum meetings and demos to identify and gather documentation requirements
- Capture and manage requirements in Jira and track the progress of key deliverables
- Follow documentation guidelines and recommend improvements to existing tools and processes
- Interact with the Magnolia community online by answering questions and giving advice

Senior Technical Writer (Oct 2018 – Mar 2019)
Cortical.io (Vienna, Austria)

- Wrote and edited API and SDK reference documentation and developer guides
- Developed training material and FAQs to help customers integrate back-end solutions
- Prepared customized descriptions of services for multiple customer use cases
- Collaborated with software engineers and data scientists to verify and update information
- Improved the usability of front-end products and created microcopy for the user interface
- Reviewed and contributed to marketing presentations, newsletters, brochures, website content, and conference submissions

Technical Writer (Sep 2016 – Sep 2018)
OMICRON electronics (Klaus, Austria)

- Created, edited, and maintained user manuals, online help systems, quick-start guides, and application and release notes for software and hardware products
- Interviewed software developers and product managers to extract and gather information
- Analyzed requirements and determined the information depth needed for customers
- Explored and tested software products and recommended improvements to user interface text
- Adopted a translation-oriented authoring approach by using a translation memory system and a terminology database
- Planned, coordinated, and supervised outsourced documentation and translation projects

Project Researcher (Oct 2014 – Sep 2016)
Dept. of Language Science and Technology, Saarland University (Saarbrücken, Germany)

- Examined the role of information density in the evolution of English scientific writing
- Compiled a diachronic corpus of scientific English covering the period 1665–1869
- Trained and evaluated computational models to normalize historical spelling variation
- Presented ongoing research and interim results at international conferences and workshops
- Maintained wiki-based documentation for literature reviews and software applications

Freelance Copywriter and Editor (Feb 2008 – Apr 2012)
Upwork (Online Freelance Platform)
- Completed over 70 writing and editing projects for a global client base
- Researched and wrote B2B case studies, white papers, and SEO articles
- Created business website content and managed news aggregation websites
- Edited and proofread technical reports, training manuals, and business and legal books
- Translated between English and Arabic when and as needed

Customer Service Advisor and Shift Supervisor (Apr 2007 – Jun 2008)
Book Depository (Alexandria, Egypt)
- Received, managed, and processed customer orders and answered general queries
- Liaised with other departments and suppliers to improve customer experience
- Trained and supervised four customer service personnel

EDUCATION

Master of Advanced Studies, Cognitive and Functional Linguistics (Sep 2013 – Sep 2014)
KU Leuven, Ghent University, Vrije Universiteit Brussel & University of Antwerp (Belgium)
- Grade: magna cum laude
- Thesis: *Further and Farther: Competition or Functional Differentiation?*

Master of Arts, English Linguistics and Literature (Sep 2012 – Sep 2013)
KU Leuven (Leuven, Belgium)
- Grade: magna cum laude
- Thesis: *Nominal and Verbal Gerunds with Genitive Subjects in Present-Day English: A Comparative Corpus Study*

Bachelor of Arts and Education, English (Sep 2002 – May 2006)
Alexandria University (Alexandria, Egypt)
- Grade: good

HONORS & AWARDS

- "GradUS global" grant for research visits abroad (Saarland University, Feb 2016 – Mar 2016)
- Roger Dillemans Scholarship for academic excellence (KU Leuven, Oct 2013 – Jul 2014)
- First-in-class honors (KU Leuven, Sep 2013)
- Second-in-class honors (Alexandria University, May 2006)

PUBLICATIONS

Papers in Edited Volumes & Conference Proceedings

- S. Degaetano-Ortlieb, H. Kermes, A. Khamis & E. Teich. 2018. An information-theoretic approach to modeling diachronic change in scientific English. In C. Suhr et al. (eds.), *From Data to Evidence in English Language Research*, 258–281. Leiden: Brill.
- S. Degaetano-Ortlieb, H. Kermes, A. Khamis, J. Knappen & E. Teich. 2016. The Royal Society Corpus: From Uncharted Data to Corpus. In N. Calzolari et al. (eds.), *Proceedings of the Tenth International Conference on Language Resources and Evaluation*, 1928–1931. Paris: European Language Resources Association.

Conference Abstracts & Presentations

- H. Kermes, S. Degaetano-Ortlieb, <u>A. Khamis</u>, J. Knappen & E. Teich. 2016. The Royal Society Corpus: Towards a high-quality corpus for studying diachronic variation in scientific writing. *Digital Humanities*, Jul 11–16, 2016. Kraków, Poland.
- S. Degaetano-Ortlieb, H. Kermes, <u>A. Khamis</u>, N. Ordan & E. Teich. 2015. The taming of the data: Using text mining in building a corpus for diachronic analysis. *From Data to Evidence*, Oct 19–22, 2015. Helsinki, Finland.
- S. Degaetano-Ortlieb, H. Kermes, <u>A. Khamis</u>, J. Knappen, N. Ordan & E. Teich. 2015. Information Density in Scientific Writing: A Diachronic Perspective. *The International Systemic Functional Congress*, Jul 27–31, 2015. Aachen, Germany.
- <u>A. Khamis</u>, S. Degaetano-Ortlieb, H. Kermes, J. Knappen, N. Ordan & E. Teich. 2015. A resource for the diachronic study of scientific English: Introducing the Royal Society Corpus. *The International Corpus Linguistics Conference*, Jul 21–24, 2015. Lancaster, UK.
- <u>A. Khamis</u>. 2015. Cross-dialectal variation in English verb complementation: A multivariate corpus analysis. *The International Cognitive Linguistics Conference*, Jul 20–25, 2015. Newcastle upon Tyne, UK.
- S. Degaetano-Ortlieb, H. Kermes, <u>A. Khamis</u> & E. Teich. 2015. Information Density in Scientific Writing: Exploring the SciTex Corpus. *Academic Corpora: Development, Exploration and Application*, Jul 20, 2015. Lancaster, UK.

LANGUAGES

- Arabic: native
- English: native-like (C2+)
- German: upper intermediate (B2)
- French: elementary (A2)

TECHNICAL SKILLS

- Markup/stylesheet languages: HTML, XML, DITA, AsciiDoc, CSS
- XML/text editors: XMetaL Author, Notepad++, Atom
- Document/word processors: Adobe FrameMaker, Microsoft Word
- Spreadsheet/presentation software: Microsoft Excel, PowerPoint
- Image capture: SnagIt, IrfanView
- Version control: Git, Team Foundation Server
- Agile project management: Jira Software
- Content management: Confluence, WordPress, TYPO3
- Document management: SharePoint, Google Drive, Dropbox
- Translation management: SDL WorldServer, MultiTerm, globalReview
- Web analytics: Google Analytics