Ashraf Khamis

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Permit: Red-White-Red Card plus

# work Experience

Senior Technical Writer (Apr 2019 – Present)

Magnolia (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

## Book Chapters & Conference Proceedings

* S. Degaetano-Ortlieb, H. Kermes, A. Khamis & E. Teich. 2019. 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, A. Khamis, 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, A. Khamis, 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, A. Khamis, 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.
* A. Khamis, 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.
* A. Khamis. 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, A. Khamis & 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