Ashraf Khamis

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Permit: Red-White-Red Card plus

# work Experience

Senior Technical Writer (Oct 2018 – Present)

Cortical.io (Vienna, Austria)

* Write and edit API and SDK reference documentation and developer guides
* Develop training material and FAQs to help customers integrate back-end solutions
* Prepare customized descriptions of services for multiple customer use cases
* Collaborate with software engineers and data scientists to verify and update information
* Improve the usability of front-end products and create microcopy for the user interface
* Review and contribute 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 Conference Proceedings

* Degaetano-Ortlieb, Stefania, Hannah Kermes, Ashraf Khamis & Elke Teich. 2016. An information-theoretic approach to modeling diachronic change in scientific English. In Carla Suhr et al. (eds.), Selected Papers from Varieng – From Data to Evidence (d2e). University of Helsinki, Helsinki, Finland. Leiden: Brill.
* Degaetano-Ortlieb, Stefania, Hannah Kermes, Ashraf Khamis, Jörg Knappen & Elke Teich. 2016. The Royal Society Corpus: From Uncharted Data to Corpus. In Nicoletta Calzolari et al. (eds.), The Language Resources and Evaluation Conference (LREC) 2016 Proceedings, 1928–1931. Grand Hotel Bernardin Conference Center, Portorož, Slovenia.

## Conference Abstracts & Presentations

* Kermes, Hannah, Stefania Degaetano-Ortlieb, Ashraf Khamis, Jörg Knappen & Elke Teich. 2016. The Royal Society Corpus: Towards a high-quality corpus for studying diachronic variation in scientific writing. Digital Humanities (DH), Jul 11–16, 2016. Jagiellonian University, Kraków, Poland.
* Degaetano-Ortlieb, Stefania, Hannah Kermes, Ashraf Khamis, Noam Ordan & Elke Teich. 2015. The taming of the data: Using text mining in building a corpus for diachronic analysis. From Data to Evidence (d2e), Oct 19–22, 2015. University of Helsinki, Helsinki, Finland.
* Degaetano-Ortlieb, Stefania, Hannah Kermes, Ashraf Khamis, Jörg Knappen, Noam Ordan & Elke Teich. 2015. Information Density in Scientific Writing: A Diachronic Perspective. The 42nd International Systemic Functional Congress (ISFC), Jul 27–31, 2015. RWTH Aachen University, Aachen, Germany.
* Khamis, Ashraf, Stefania Degaetano-Ortlieb, Hannah Kermes, Jörg Knappen, Noam Ordan & Elke Teich. 2015. A resource for the diachronic study of scientific English: Introducing the Royal Society Corpus. The 8th International Corpus Linguistics Conference (CL), Jul 21–24, 2015. Lancaster University, Lancaster, UK.
* Khamis, Ashraf. 2015. Cross-dialectal variation in English verb complementation: A multivariate corpus analysis. The 13th International Cognitive Linguistics Conference (ICLC), Jul 20–25, 2015. Northumbria University, Newcastle upon Tyne, UK.
* Degaetano-Ortlieb, Stefania, Hannah Kermes, Ashraf Khamis & Elke Teich. 2015. Information Density in Scientific Writing: Exploring the SciTex Corpus. Academic Corpora: Development, Exploration and Application, Jul 20, 2015. Lancaster University, 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