

Christopher Reynaga

SENIOR TECHNICAL WRITER

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CAREER SUMMARY

Expert developer documentation writer with over twenty years experience. Proven track record of excellent individual contribution and team leadership. Relentless problem solver in the face of a challenge. Voracious learner with the talent to understand complex ideas and explain them to a programmer, CEO, or person on the street.

TECHNICAL SKILLS

- API/SDK
- Adobe Creative Suite
- Adobe FrameMaker
- Agile Project Management
- C, C++
- Camtasia/Video Tutorials
- Confluence
- DITA
- Git/GitHub
- HTML/CSS
- JAVA
- Javascript
- JIRA
- JSON
- Markdown
- Microsoft Office
- Microsoft PowerPoint
- Microsoft Visio
- SQL/Database
- Swagger/OpenAPI Specification
- UML
- UX Writing
- XML
- WIKI
- YAML

PROFESSIONAL CAREER

Lead Technical Writer and Team Lead/Manager

Facebook / OrangePeople | March 2018 - March 2020

Behind Facebook's social media app is a massive data center infrastructure. I was recruited to lead NPI Documentation (New Product Introduction) for all of Facebook's Open Compute Project hardware used in data centers worldwide. Because of the quality of my work and leadership abilities, I quickly advanced to the Technical Publications Team Lead.

As Lead Writer:

- Managed all NPI documentation for Facebook's data centers with a 100% on-time delivery success rate during an 85% increase in the number of NPI projects.
- Wrote the core documentation for Facebook's Open Compute Project hardware as well as mobile and API documentation with a high level of customer satisfaction.
- Streamlined hardware documentation processes leading to clearer documentation for engineers and faster onboarding for the writers on my team.

As Team Lead/Manager:

- Managed a team of ten writers. Increased business from 700 to 900 documentation projects per year and grew our team from six to ten writers with an average 98% on-time delivery success rate.
- Empowered my team by developing automated workflows that allowed them to visualize the status and success rate of their documentation projects in real time.
- Trained team members in new skills and tools—such as project management, hardware and software documentation, wiki and web design, graphic design, and presentations—to create a stronger team with a more diverse skill set.

PROFESSIONAL CAREER

Senior Technical Writer

Asurion | June 2010 – August 2017

Asurion is the largest mobile device protection and data backup company in the world, providing co-branded protection through major telecoms including AT&T, Verizon, T-Mobile, and Sprint. I was recruited to create the developer documentation for Asurion's mobile applications, and soon joined the R&D team where I worked on cutting-edge mobile security, artificial intelligence and IoT research, and managed a team of three writers.

- Oversaw the AVA AI chatbot communications strategy resulting in superior customer service for our web and app-based support.
- Authored multiple white papers and blog posts on mobile security, artificial intelligence, voice and facial recognition, and IoT, helping establish Asurion as a technology thought leader.
- Lead the patent committee and fostered invention through Asurion's international Hackathon events resulting in innovations in mobile security, malware detection, and mobile device support.

Senior Technical Writer

Cryptic Studios / Atari | April 2009 – October 2009

Cryptic Studios / Atari was one of the first successful MMO video game companies with hits such as *City of Heroes & Villains*, *Champions Online*, and *Star Trek Online*. I was recruited to document the server architecture for developers and manage all company documentation through the company wiki.

- Created the Cryptic Game Engine API documentation working purely from the source code, reducing the impact on the engineer's time.
- Documented the *Champions* iPhone app for both developer and consumer audiences, increasing customer retention and adoption in our online gaming communities.
- Contributed creatively as a game writer for *Star Trek Online* and *Champions Online*.

Technical Writer/Senior Technical Writer

Prior Work | 1999 –2009

Previous to 2009, I worked as a Technical Writer for many organizations such as Intel, Philips Semiconductor, Sony UK, Spinway, Yahoo, The California Secretary of State, The Department of Justice, and The Department of Finance.

ACADEMIC HIGHLIGHTS

California State University Sacramento

BA, English

American River College

AA, Management

Classes/Certification in:

C Programming, Java, HTML, Webmaster Certification

ACTIVITIES & AWARDS

- Professional science fiction and fantasy author with stories published in multiple magazines and anthologies.
- Received the Writers of the Future Award in 2013.
- Received the Bazzanella Literary Award in 2004.
- Attended the Clarion West Writers Workshop in 2008 and studied with authors such as William Gibson, Cory Doctorow, and Chuck Palahniuk.