

# Joshua Rodriguez

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## Experience

### **SENIOR TECHNICAL WRITER, NOWSECURE; REMOTE – OCT. 2023-PRESENT**

- Manages product documentation, knowledge base and LMS. Writes and publishes product learning resources and audio-visual content.
- Developed style guide to ensure standardization across multiple departments' documentation for both internal and customer-facing use.
- Compiles analytics and support ticket data to identify ways to improve customer experience.
- Works with SMEs, UX, Product Engineering and Leadership teams to execute on documentation opportunities.

### **TECHNICAL WRITER, NOWSECURE; REMOTE – JAN. 2022-OCT. 2023**

- Created UI/UX, SDK, CLI and API documentation for developer and security analyst audience.
- Launched repository of software product documentation and product training video courses.
- Wrote, recorded and edited product how-to video content to supplement customer onboarding process.

### **TECHNICAL WRITER, APPLE INC.; CUPERTINO, CA – JAN. 2021-JUN. 2021**

- Wrote and edited app developer user guides for WWDC21, specializing in the application visual design process and human interface guidelines.
- Assisted in development of user-comms for WWDC21 alerts and notification.
- Aggregated feedback from the Apple developer community, and presented data to multiple teams company wide to resolve and address issues with Swift UI, Xcode, and other first party products and services.

### **GENIUS BAR TECHNICAL EXPERT, APPLE INC.; CUPERTINO, CA – SEPT. 2015-DEC. 2021**

- Apple Certified iOS Technician—Performed advanced triage, troubleshooting, and repair of Apple mobile devices.
- Acted as a mentor and SME for product specification details and advanced computing hardware topics. Trained new-hires on operational and technical knowledge.
- Created technical sales enablement and training materials to support new employee onboarding and cultivate continuous development for sales staff.

## Education

San Jose State University – BA Graphic Design, 2020

## Skills

HTML/CSS | Markdown | Jira/Confluence | Zendesk | Illustrator | Photoshop | Final Cut Pro X