

Joshua Rodriguez

Bay Area Software Technical Writer

San Francisco, CA

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[Github Portfolio](#)

EXPERIENCE

NowSecure, Remote — 2022-Present

Senior Technical Writer

- Manages product documentation, knowledge base and LMS/CMS.
- Developed style guide to ensure standardization across multiple departments' documentation for 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.
- Launched a help center repository of software product documentation and instructor-led video courses.

Apple Inc., Cupertino, CA — 2015-2021

Technical Writer

- Wrote and edited app developer user guides for WWDC 21.
- Created WWDC user-comms and event notifications.
- Aggregated feedback data from the Apple developer community, and presented data to multiple teams company wide to resolve and address issues with first party products and services.

Technical Expert

- Facilitated training and enablement of sales and support staff.
- Developed technical sales enablement materials to support new employee onboarding and cultivate continuous learning for sales staff.
- Apple Certified iOS Technician—Performed advanced triage, troubleshooting, and repair of Apple mobile devices.

SKILLS

Familiarity with documenting API (REST/GraphQL), SDK, and CLI products.

Proficient in Adobe Photoshop and Illustrator.

Authoring Proficiencies: HTML | Markdown | DITA

Familiar with coding in HTML and CSS

Video editing experience with Final Cut Pro X and Adobe Premier.

EDUCATION

San Jose State University

BA Graphic Design

2015-2020