

# RC

ROBERT CLOUD

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## PROFILE

- ▶ Over ten years' experience researching, writing, editing, proofreading, assimilating, cataloging, and designing **technical** and **non-technical** documentation.
- ▶ Over seven years' documentation project management experience.
- ▶ Use modern documentation approaches/tools (e.g., docs-as-code, structured authoring, markdown, GitHub, Slack, Confluence, Jira, wikis, etc.).
- ▶ Demonstrated problem-solving skills and technical ability.
- ▶ Seasoned and high-caliber researcher, analyst, and interviewer.
- ▶ Excellent training, presentation, and communication skills.
- ▶ Bilingual - Fluent Mandarin Chinese speaker.

## EXPERIENCE

### Senior Technical Writer | netPolarity (Contractor)

*San Jose, California | February 2019 – Present*

- ▶ **Nutanix, Seattle - Canaveral Team** lead technical writer; central point of contact for primary source documentation. Conceptualize what developer documentation should mean and drive implementation.
- ▶ Document REST APIs and SDKs for internal development systems.
- ▶ Implement systems and processes. Created and developed Canaveral Devops Runbook.
- ▶ Write release notes and other support documentation. Peer review other writers' work.
- ▶ Gather information from team meetings, product specifications, interviews with subject-matter experts, and direct interaction with systems.
- ▶ Gather and address feedback from multiple customer sources.

### Senior Technical Writer/Training Coordinator | US Tech Solutions (Contractor)

*Jersey City, New Jersey | August 2018 – November 2018*

- ▶ Develop training materials in conjunction with engineering staff.
- ▶ Coordinate, schedule, and perform classroom training for 1,100 users at different locales.
- ▶ Instruct how to install and use Multifactor Authentication (MFA) and Mobile Device Maintenance (MDM) on end devices. Instruct and help resolve basic end-user troubleshooting issues.
- ▶ Track end-user issues and escalate to Sr. IT staff as required.

### Senior Technical Writer | Brickred Systems (Contractor)

*Redmond, Washington | June 2018 – August 2018*

- ▶ **Microsoft Azure Stack Customer Advisory Team (CAT)** lead technical writer; central point of contact for primary source documentation.
- ▶ Research, write, edit and localize content with strong customer-focus.
- ▶ Design and deliver documentation across disparate styles - from event handouts to highly technical whitepapers. Effectively convey customer-focused security concepts across all levels of expertise (developer, admin, novice).
- ▶ Gather data from SMEs to create workbooks, users guides, reference manuals, lab sheets, etc.
- ▶ QA and regularly update cadences for a 100+ document repository.

### Part-Time N-400 Naturalization Mandarin Interpreter/English Instructor | Chinese Information & Services Center (CISC)

*Seattle, Washington | May 2017 – Present*

- ▶ Develop curricula and instruct students in oral and written English in preparation for N-400 Interview.
- ▶ Interpret for U.S. lawyers assisting Chinese immigrants with N-400 Naturalization application.

### Senior Technical Writer | BEA Systems/Oracle Software R&D Center (Beijing)

*Beijing, China | April 2004 – October 2016*

- ▶ Developed, wrote, edited, and maintained documentation for the Oracle Tuxedo product family. Target audience included end-users, group administrators, and developers.
- ▶ Wrote REST API reference documentation for C, C#, C++, and Java developers and system admins from functional specs and SME interviews.
- ▶ Data center and networking technical background; can easily interact with engineers.

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## EXPERIENCE (Cont'd)

- ▶ Proactively collaborated with Oracle engineers in Beijing and New Jersey, Bangalore doc-infrastructure, Quality Assurance, and customers to improve documentation usability.
- ▶ Trained, developed, and supervised Chinese local-hire technical writers.
- ▶ Developed auxiliary documentation, such as Web pages, help systems, sales training, product descriptions, etc. as needed.
- ▶ Restructured, formatted, and standardized legacy documentation.
- ▶ Used multiple authoring tools.

### English Instructor | Beijing University of Chemical Technology | Chengde Medical University

*Beijing/Hebei, China | August 2002 – June 2004*

- ▶ Developed curricula and instructed students in oral and written English.
- ▶ Assisted English Dept. with student development efforts. Created and conducted English seminars, English "corners," student career surveys, and resume development.
- ▶ Studied statistical data for students, interviewed (and interviewed with) students and other instructors to create tailored teaching solutions.
- ▶ Edited faculty professional journal submissions.

### Documentation Control Consultant | Siemens Transportation Systems, Inc.

*New York, NY (Tower 2 – NYC WTC) | August 2001 – October 2001*

- ▶ Edited programmer and research analyst documentation. Enforced documentation standards set by the Documentation Control department.
- ▶ Maintained and developed on-site contract documentation library.

### Lead Technical Writer | Bertelsmann mediaSystems N.A.

*New York, NY | February 2000 – April 2001*

- ▶ Wrote, edited, organized, and archived documentation for the BOL (international) e-commerce retail site. Created and developed technical and non-technical documentation templates for developers and business analysts.
- ▶ Created and developed departmental knowledge management server; maintained 95% up time, 73% usage. Researched and developed intranet strategies.
- ▶ Analyzed departmental efficiency related to the documentation effort.
- ▶ Led project status meetings with customers (presented and explained documentation concepts, efforts, status). Researched and processed customer feedback to develop and improve documentation.

## TECHNICAL SKILLS

- ▶ MS Office Suite/MS Visio
- ▶ Adobe FrameMaker (with DITA)
- ▶ Adobe Photoshop
- ▶ GitHub, Markdown
- ▶ CircleCI, Jenkins, K8s
- ▶ Google Analytics

## PERSONAL SKILLS

- ▶ Leadership
- ▶ Teamwork
- ▶ Critical Thinking
- ▶ Innovation
- ▶ Motivation
- ▶ Creativity

## EDUCATION/CERTIFICATION

### Mandarin Chinese Study

*National Taiwan Normal University, Taipei, Taiwan*

### Bachelor of Science Business Administration (Marketing emphasis)

*Towson University, Towson, MD*