

Personal info Robert Cloud

📞 2064684441
✉ rtcloud55@gmail.com

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.

Work experience

02/2019 – present

Senior Technical Writer
netPolarity (Contractor), San Jose, California

- **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.

08/2018 – 11/2018

Senior Technical Writer/Training Coordinator
US Tech Solutions (Contractor), Jersey City, New Jersey

- 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 Multi-factor 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.

06/2018 – 08/2018

Senior Technical Writer
Brickred Systems (Contractor), Redmond, Washington

- **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.

04/2004 – 10/2016

Senior Technical Writer
BEA Systems/Oracle Software R&D Center (Beijing), Beijing, China

- 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.

Work experience

- Data center and networking technical background; can easily interact with engineers.
- 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.

Education

Mandarin

National Taiwan Normal University, Taiwan, Taipei

Bachelor of Science Business Administration (Marketing emphasis)

Towson University, Towson, Maryland

Skills

Technical

Markdown	●●●●●
Google Docs	●●●●○
MS Office Suite	●●●●○
MS Visio	●●●●○
Adobe FrameMaker	●●●●○
Adobe Photoshop	●●●○○

Collaboration/Productivity

GitHub	●●●●○
Slack	●●●●○
Confluence	●●●●○
Jira	●●●●○

Programming

Python	●●●○○
C, C#, C++	●●○○○

Strengths

Leadership

Teamwork

Critical thinking

Innovation

Motivation

Creativity

Ability to prioritize

Ability to learn from mistakes