

Robert Cloud

 Seattle, WA 98109  (206) 468-4441  rtcloud55@gmail.com

PROFESSIONAL SUMMARY



Innovative Technical Writer with **over 10-years' experience** researching, writing, editing, proofreading, assimilating, cataloging, and designing **technical** and **non-technical** documentation. **Detail-oriented** editor with a commitment to accuracy and efficiency. Extensive experience using **modern documentation approaches/tools** (e.g., docs-as-code, structured authoring, markdown, MS Word/Google docs, MS Excel/Google spreadsheets, GitHub, Slack, Confluence, Jira, wikis, etc.). Experience working in **Waterfall** and **Agile** SDLCs. Fluent Mandarin Chinese speaker.

SKILLS

- Technical Research
- Doc. Management
- Cloud Computing
- Markdown
- GitHub/CLI
- Slack, MS Teams
- Confluence, Jira
- MS Sharepoint
- MS Office Suite, MS Visio
- Adobe FrameMaker
- MadCap Flare
- Adobe Photoshop
- Adobe Premiere
- Final Cut Pro
- Python (Beginner)
- C++ (Beginner)

WORK HISTORY

SENIOR TECHNICAL WRITER

02/2019 to 05/2020

NetPolarity (Contractor) | San Jose, CA

- **Nutanix, Seattle** - Canaveral Team **lead technical writer**; central point of contact for primary source documentation. Conceptualized what developer documentation should mean and drive implementation.
- Documented REST APIs and SDKs for internal development systems.
- Implemented documentation systems and processes. Created and developed Canaveral Devops Runbook.
- Wrote release notes and other support documentation. Peer reviewed engineers' documentation.
- Gathered information from team meetings, product specifications, SME interviews, and direct interaction with systems.
- Gathered and addressed feedback from multiple customer sources.
- Identified documentation issues, analyzed information and provided solutions to problems.

SENIOR TECHNICAL WRITER/TRAINING COORDINATOR 08/2018 to 11/2018

U.S. Tech Solutions (Contractor) | Jersey City, NJ

- Developed training materials in conjunction with engineering staff.
- Coordinated/scheduled training for 1,100 users at different locales.

- Instructed how to install and use Multi-factor Authentication (MFA) and Mobile Device Maintenance (MDM) on end devices.
- Instructed and helped resolve basic end-user troubleshooting issues.
- Tracked end-user issues and escalated to Sr. IT staff as required.

SENIOR TECHNICAL WRITER

06/2018 to 08/2018

Brickred Systems (Contractor) | Redmond, WA

- **Microsoft Azure Stack Customer Advisory Team (CAT) lead technical writer**; central point of contact for primary source documentation.
- Researched, wrote, edited and localized content with strong customer-focus.
- Designed and delivered documentation across disparate styles - from event handouts to highly technical whitepapers. Effectively conveyed customer-focused security concepts across all levels of expertise (developer, admin, novice).
- Gathered data from SMEs to create workbooks, users guides, reference manuals, lab sheets, etc.
- QA and regularly updated cadences for a 100+ document repository.

SENIOR TECHNICAL WRITER

03/2004 to 10/2016

BEA Systems/Oracle Software R&D Center | 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.
- 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

Certificate | Mandarin Chinese Language

National Taiwan Normal University, Taipei, Taiwan

Bachelor of Science | Business Administration And Management

Towson University, Towson, MD