MICHAEL SHELELMAN

Senior Technical Writer

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SUMMARY

Accomplished Technical Writer with seven years of experience producing clear, concise, and user-centric documentation for SaaS platforms. Adept at creating API documentation, conceptual guides, and procedural manuals while ensuring compliance with modern accessibility standards. Proven ability to streamline documentation processes and collaborate effectively with cross-functional teams.

EXPERIENCE

Senior Technical Writer

AidenAI | Remote | Dec 2024 - Present
- Authored documentation for 30+ new software platform features each year.
- Managed documentation across four developer teams, enhancing content consistency and quality.
- Conducted editorial reviews, onboarding, and training for a team of five technical writers
- Product owner of technical writing agile backlog, including sprint planning, and sprint retrospectives.

Senior Technical Writer

Unqork | Remote | Feb 2024 - Dec 2024
- Coordinated documentation efforts for four developer teams, streamlining processes and ensuring high standards of accuracy.
- Implemented WCAG-compliance to improve documentation accessibility.

Technical Writer

Unqork | Remote | Nov 2021 - Feb 2024
- Authored documentation for 26+ features annually, providing detailed guidance for diverse user groups.
- Integrated analytics tools that boosted content views by 200% within one year.
- Developed scalable documentation templates, reducing update times by 30%.

Freelance Technical Writer

Self-Employed | Remote | Oct 2020 - Nov 2021
- Developed and maintained a high-traffic game wiki with over 7,000 daily views, establishing a reliable resource for the community.
- Compiled and translated weekly developer release notes, enhancing global content accessibility.
- Crafted engaging blogs and marketing content that increased brand visibility and customer engagement for clients in gaming and tech.

EDUCATION

- **Certified Professional Technical Communicator (CPTC™) Foundation** | 2021
- **Professional Scrum Master™ I (PSM I)** | 2018
- **Bachelor's Degree, San Francisco State University** | 2014
- **AI For Everyone, Coursera** | 2025
- **Python for Everybody, Coursera** | 2025

SKILLS

- **Documentation Lifecycle Management:** End-to-end process from research to publication
- **Project Management Tools:** JIRA, Confluence, Asana, Trello, Agile
- **Design & Editing Tools:** Photoshop, Paintshop, Snagit, Madcap Flare, Zendesk, Docusaurus
- **Languages:** DITA, XML, HTML, CSS, Markdown, Python (Basic), Javascript (Basic)
- **AI**: Machine Learning (Basic), Neural Networks (Basic), Implementation (Basic)
- **Version Control:** GIT, Proprietary systems
- **Stakeholder Communication & Time Management**