

# Aamir Ali

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## PROFESSIONAL EXPERIENCE

### TECHNICAL WRITER (CONTRACT) | UPMC HEALTH PLAN | OCT 2023 – APRIL 2024

- Maintained documentation including user guides, tutorials, and release notes for a web-based application
- Created internal documentation detailing typical workflows and processes for creating product documentation
- Rewrote outdated documentation according to modern standards set by a company style guide
- Utilized Adobe Illustrator to convert images from rasterized formats to high resolution vector formats

### TECHNICAL WRITER | INTERVALZERO | JAN 2022 – APRIL 2023

- Maintained documentation including API descriptions, release notes, and user guides for an operating system
- Utilized Madcap Flare to convert online help system to PDF formatted guides for offline viewing
- Updated company WordPress-based website with promotional materials for new product releases
- Created a company-wide style guide detailing typical workflows and processes for creating product documentation

## SPECIAL PROJECTS

### TECHNICAL WRITER | TABMAN | AUG 2021 – JAN 2022

- Created and maintained all technical documentation including a user guide and tutorials for specific features
- Designed mock-up graphics such as application icons and prototype UIs for customer-facing documentation
- Established and maintained documentation workflows and processes while developing a style guide

### PROJECT DIRECTOR | HEROIN IN PERSPECTIVE LECTURE SERIES | AUG 2017 – FEB 2018

- Researched and selected interview guests to share their experiences and perspectives on the heroin epidemic
- Raised \$2000+ in grant money through organizing donation drives and sales for an addiction recovery home
- Liaised with an addiction recovery home to select addicts-in-recovery to share their stories and help in their recovery

## EDUCATION

### B.A. IN ENGLISH, MINOR IN ASIAN STUDIES | RUTGERS UNIVERSITY | DEC 2019 | 3.9 GPA

- Awards: Coca-Cola Scholar, Rutgers Chancellor Award, Phi Theta Kappa Distinguished Service Award

## CERTIFICATIONS

### AWS CLOUD PRACTITIONER | AMAZON WEB SERVICES | AUG 2021

- Acquired knowledge of AWS billing structures and AWS services including EC2, S3, Lambda, Snow Family, Databases

### FRONT-END WEB DEVELOPMENT | W3C | APR 2021

- Acquired knowledge on developing web applications using HTML5, CSS, JavaScript in accordance with web standards

## SKILLS & INTERESTS

- **Skills:** Technical Writing, Topic-based Authoring, Java, JavaScript, HTML, CSS, Bootstrap, JQuery, Git, XML
- **Tools:** Madcap Flare, VSCode, Confluence, Jira, Perforce, Adobe Creative Cloud, Azure DevOps, WordPress
- **Interests:** Reading, Dungeons&Dragons, Cooking, Fitness, Rock Climbing, Waterpainting