




# ANDREI ESSAOULOV

TECHNICAL COMMUNICATOR

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 Chicago, IL

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## KEY SKILLS

- Technical writing and editing
- Content management
- Content strategy and information architecture
- API documentation
- Web design and development
- UX and DevEx
- Docs Like Code and DocOps
- Problem solving with code
- Technical leadership
- Critical thinking
- Project management

## PROFESSIONAL PROFILE

Technical communicator with 18 years of experience on a wide range of software development projects, including telecom, CRM and billing, business analytics, and e-discovery. Proven track record creating user manuals, online help, API documentation, system integration documentation, policies and procedures, and marketing publications. Solid visual presentation skills. Experience in application development and data processing.

## TECHNOLOGIES AND TOOLS

- Documentation development tools and CMS: Markdown, Pandoc, DITA/XML, Madcap Flare, FrameMaker, ReadMe.io, Confluence
- API reference documentation tools: Swagger/OpenAPI, Sandcastle, Doxygen, JavaDoc
- Coding/debugging: Java/J2EE, VisualAge for Smalltalk, C, .Net, Node, Python, PowerShell, batch and shell scripting
- Web development: HTML, JavaScript/jQuery, CSS
- Source control: Git, Subversion, Rational ClearCase
- CI/CD: Docker, Jenkins, TeamCity
- Database: Relational design, SQL/PL, Oracle, DB2, MS SQL Server, MySQL
- Business intelligence and analytics: Cognos, SPSS Statistics, Modeler, Decision Management, BIRT
- Operating systems: Windows, OS X, Linux, AIX, AS/400

## EXPERIENCE

### SENIOR TECHNICAL WRITER

**Tenable Security • Columbia, MD/Remote • July 2018 – Present**

Currently building the new developer documentation portal with OpenAPI and markdown on the ReadMe.io API documentation platform. Contribute to and maintain the existing API documentation set. Perform web development for the Madcap Flare-based user documentation site.

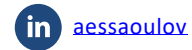
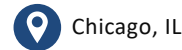
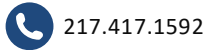
### LEAD API TECHNICAL WRITER

**Relativity • Chicago, IL • August 2013 – July 2018**

Created programmer documentation for .NET-based APIs of Relativity legal discovery platform. Contributed to system and user documentation. Designed user experience and navigation widgets for the documentation portal. Managed source control and automated nightly website and PDF builds.

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## EXPERIENCE - CONTINUED

### INFORMATION DEVELOPER

**IBM • Chicago, IL • October 2010 – June 2013**

Following the acquisition by IBM, worked on the conversion of the SPSS XML-based documentation source to IBM DITA and adoption of IBM documentation tools and practices. Developed end-user and API documentation for the IBM SPSS analytical platform.

### SENIOR TECHNICAL WRITER

**SPSS • Chicago, IL • June 2006 – October 2010**

Developed documentation for a predictive analytics deployment platform. Deliverables included online help and PDF guides for installation, configuration, integration, and administration of the platform, and web services API documentation.

### PROGRAMMER

**Communications Data Group • Champaign, IL • November 2004 – May 2006**

Application developer, Communications Data Group. Developed new GUI and server components for a telecommunications end-user billing system with VisualAge Generator/Smalltalk and Java. Performed troubleshooting of the application and developed solutions. Corrected data problems in DB2. Monitored batch processing on AIX and AS/400 platforms.

### TECHNICAL WRITER

**Communications Data Group • Champaign, IL • October 1999 – November 2004**

Technical writer/online help developer, Communications Data Group, Champaign, IL. Developed complete sets of single-sourced documentation (print, online help, and PDF) for billing software. Led the effort to redesign the templates for online and print documentation.

## EDUCATION

**School of Information Technology, Illinois State University • Normal, Illinois • August 2005**  
MS, Information Technology

**English Department, Illinois State University • Normal, Illinois • December 2001**  
MA, English

**Vladimir State Pedagogical University • Vladimir, Russia • June 1994**  
BA, English and German

## CONFERENCE PRESENTATIONS

**Madword 2016 • San Diego, CA • April 2016**

Integrating API Reference Documentation with MadCap Flare  
Madbuild Bliss: A Case Study in MadCap Flare Build Automation

**STC Summit 2015 • Columbus, OH • June 2015**

Survival Strategies: Building Your First Website for API Documentation (with Mary Linderman)