

CHRISTIAN AREAS

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WHO

A writer who loves language and technology. Honest, transparent, and easy to work with. Runs marathons and builds mechanical keyboards during off hours.

EXPERIENCE

Apple

Senior Technical Writer,
Apple Pay
2019 to present

- Functioned as the sole technical writer for Apple Pay server engineering.
- Wrote docs from scratch, including ones that explain our complex systems to engineers and regulators.
- Worked with engineering managers across Apple Pay to gather requirements for a new docs-as-code solution to host and centralize Apple Pay's API specifications.
- Helped design and later maintain the docs-as-code solution. It leverages multiple repos (GitHub), a continuous integration and deployment service (CI/CD), and a front-end framework (Gatsby) to deliver docs to teams across Apple and third-party developers. The solution supports Markdown and OpenAPI (OAS) files and gives users an easy way to create text-based message sequence diagrams (mermaid.js).
- Interviewed nearly 50 candidates to help hire Apple Pay server engineering's second technical writer.

Senior Technical Writer,
Employee Productivity
2015 to 2019

- Wrote in the Apple voice for Apple employees — guides and how-to's for everyday users, new employees, managers, and other audiences.
- Referenced the Apple Style Guide, Human Interface Guidelines (HIG), Chicago Manual of Style, and other resources to maintain consistency across content.
- Managed and mentored writers.
- Lead major, cross-functional projects, such as the complete overhaul of one of Apple's main, internal sites. Subsequently iterated to improve the user experience.
- Wrote SQL queries to generate reports. Used the data to answer questions, spot trends, and drive decisions.

MGT

Product Manager,
Compliance and
Documentation
2013 to 2015

- Authored key documents from scratch to support the startup, including a 150+ page Internal Control System (ICS), information security policies, anti-money laundering (AML) and countering the financing of terrorism (CFT) policies, and more.
- Wrote functional specifications for user registration, know your customer (KYC), and deposit and withdrawal flows.
- Developed 20+ SQL queries to output all financial and operational data — registrations, logins, deposits and withdrawals, gaming activity, liabilities, and other metrics.
- Prepared all documentation for regulators, such as the change request forms required to deploy new software, monthly and quarterly financial reports, and formal responses to government inquiries.

Ultimate Gaming

Product Manager,
Admin Portal
2012 to 2013

- Helped launch the first legal online poker operation in the United States.
- Reviewed state regulations to define requirements for admin UIs and 30+ reports.
- Overhauled user management and finance-related UIs.
- Defined and oversaw implementation of 20+ finance, gaming, customer service, and fraud and collusion reports.

Technical Writer
2009 to 2012

- Maintained a 300+ page guide for installing proprietary, Linux-based software.
- Customized, launched, and regularly updated a new internal wiki.
- Migrated database and API references to the internal wiki, and subsequently maintained each.
- Designed an admin UI for configuring and managing user-facing products.

SKILLS

- Microsoft Office / OmniGraffle and OmniOutliner / Pages, Numbers, and Keynote / Sequel Pro / Terminal
- bash / grep / JSON / HTML and CSS / Markdown / OpenAPI / SQL / UML / YAML

EDUCATION

MPH, Epidemiology (coursework complete) | Emory University • BA, English and Premed | UC Berkeley