

# 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 2022

- Functioned as the sole technical writer for Apple Pay server engineering.
- Wrote docs from scratch, including one that explains the complex technology behind Apple Pay Later.
- Worked with engineers and 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

Documentation Manager  
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 / Stoplight / Terminal
- bash / GraphQL / git / grep / JSON / HTML and CSS / Markdown / Node / OpenAPI / React / SQL / YAML

## EDUCATION

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