

# Ashraf Khamis

Location: Vienna, Austria  
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Permit: EU permanent residency

## EXPERIENCE

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| Apr 2019 –<br>Present  | <b>Senior Technical Writer</b><br>Magnolia (Remote) <ul style="list-style-type: none"><li>• Create, update, and verify API reference documentation, developer tutorials, and release notes for open-source software</li><li>• Participate in scrum meetings and demos to identify and gather documentation requirements</li><li>• Capture and manage requirements in Jira and track the progress of key deliverables</li><li>• Follow documentation guidelines and recommend improvements to existing tools and processes</li><li>• Interact with the Magnolia community online by answering questions and giving advice</li></ul> |
| Oct 2018 –<br>Mar 2019 | <b>Senior Technical Writer</b><br>Cortical.io (Vienna, Austria) <ul style="list-style-type: none"><li>• Wrote and edited API and SDK reference documentation and developer guides</li><li>• Developed training material and FAQs to help customers integrate solutions</li><li>• Prepared customized descriptions of services for multiple customer use cases</li><li>• Improved product usability and created microcopy for the user interface</li><li>• Reviewed and contributed to marketing presentations, newsletters, brochures, website content, and conference submissions</li></ul>                                       |
| Sep 2016 –<br>Sep 2018 | <b>Technical Writer</b><br>OMICRON electronics (Klaus, Austria) <ul style="list-style-type: none"><li>• Created, edited, and maintained user manuals, online help systems, quick-start guides, and application and release notes for software and hardware products</li><li>• Analyzed project requirements and determined the information depth needed for customers</li><li>• Explored and tested software products and recommended improvements to user interface text</li><li>• Adopted a translation-oriented authoring approach by using a translation memory system and a terminology database</li></ul>                    |
| Oct 2014 –<br>Sep 2016 | <b>Project Researcher</b><br>Saarland University (Saarbrücken, Germany) <ul style="list-style-type: none"><li>• Compiled a diachronic corpus of scientific English covering the period 1665–1869</li><li>• Trained and evaluated computational models to normalize historical spelling variation</li></ul>   |

- Presented ongoing research and interim results at international conferences and workshops
- Maintained wiki-based documentation for literature reviews and software applications

Feb 2008 – **Freelance Copywriter and Editor**

Apr 2012 Upwork (Remote)

- Completed over 70 writing and editing projects for a global client base
- Researched and wrote B2B case studies, white papers, and SEO articles
- Created business website content and managed news aggregation websites
- Edited and proofread technical reports, training manuals, and business and legal books

## SKILLS

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### TOOLS & TECHNOLOGIES

<b>Languages</b>	Java, HTML, XML, CSS, YAML, Bash
<b>Authoring</b>	Atom, Confluence, XMetaL, FrameMaker, Word, Snagit
<b>Workflow</b>	Docs as code (Git, AsciiDoc, Antora, Jenkins), Jira, Google Analytics
<b>Localization</b>	WorldServer, MultiTerm, Globalreview
<b>Stylebooks</b>	Microsoft, Chicago, AP

### LANGUAGES

<b>English</b>	Native
<b>Arabic</b>	Native
<b>German</b>	Proficient
<b>French</b>	Elementary

### EDUCATION

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Sep 2013 – Sep 2014	<b>Master of Advanced Studies, Cognitive and Functional Linguistics</b> KU Leuven, Ghent University, Vrije Universiteit Brussel & University of Antwerp (Belgium) Grade: magna cum laude
Sep 2012 – Sep 2013	<b>Master of Arts, English Linguistics and Literature</b> KU Leuven (Leuven, Belgium) Grade: magna cum laude