Ashraf Khamis

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Permit: EU permanent residency

EXPERIENCE

Apr 2019 –
Present

Senior Technical Writer

Magnolia (Remote)

- Create, update, and verify API reference documentation, developer tutorials, and release notes for open-source software
- Participate in scrum meetings and demos to identify and gather documentation requirements
- Capture and manage requirements in Jira and track the progress of key deliverables
- Follow documentation guidelines and recommend improvements to existing tools and processes
- Interact with the Magnolia community online by answering questions and giving advice

Oct 2018 –
Mar 2019

Senior Technical Writer

Cortical.io (Vienna, Austria)

- Wrote and edited API and SDK reference documentation and developer guides
- Developed training material and FAQs to help customers integrate solutions
- Prepared customized descriptions of services for multiple customer use cases
- Improved product usability and created microcopy for the user interface
- Reviewed and contributed to marketing presentations, newsletters, brochures, website content, and conference submissions

Sep 2016 –
Sep 2018

Technical Writer

OMICRON electronics (Klaus, Austria)

- Created, edited, and maintained user manuals, online help systems, quick-start guides, and application and release notes for software and hardware products
- Analyzed project requirements and determined the information depth needed for customers
- Explored and tested software products and recommended improvements to user interface text
- Adopted a translation-oriented authoring approach by using a translation memory system and a terminology database

Oct 2014 –
Sep 2016

Project Researcher

Saarland University (Saarbrücken, Germany)

- Compiled a diachronic corpus of scientific English covering the period 1665–1869
- Trained and evaluated computational models to normalize historical spelling variation

- 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

TOOLS & TECHNOLOGIES

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

LANGUAGES

English	Native
Arabic	Native
German	Proficient
French	Elementary

EDUCATION

Sep 2013 –   **Master of Advanced Studies, Cognitive and Functional Linguistics**
Sep 2014   KU Leuven, Ghent University, Vrije Universiteit Brussel & University of Antwerp (Belgium)
Grade: magna cum laude

Sep 2012 –   **Master of Arts, English Linguistics and Literature**
Sep 2013   KU Leuven (Leuven, Belgium)
Grade: magna cum laude