

# Ashraf Khamis

Location: Vienna, Austria  
Email: [ashraf.khamis@gmail.com](mailto:ashraf.khamis@gmail.com)  
Website: [www.ashrafkhamis.com](http://www.ashrafkhamis.com)  
Permit: EU permanent residence

## EXPERIENCE

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- 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

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### TOOLS & TECHNOLOGIES

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

### LANGUAGES

<b>Arabic</b>	Native
<b>English</b>	Native-like (C2+)
<b>German</b>	Upper intermediate (B2)
<b>French</b>	Elementary (A2)

### EDUCATION

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Sep 2013 –	<b>Master of Advanced Studies, Cognitive and Functional Linguistics</b>
Sep 2014	KU Leuven, Ghent University, Vrije Universiteit Brussel & University of Antwerp (Belgium)
	Grade: magna cum laude
Sep 2012 –	<b>Master of Arts, English Linguistics and Literature</b>
Sep 2013	KU Leuven (Leuven, Belgium)
	Grade: magna cum laude
Sep 2002 –	<b>Bachelor of Arts and Education, English</b>
May 2006	Alexandria University (Alexandria, Egypt)
	Grade: good