

# Ashraf Khamis

Location: Vienna, Austria  
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Citizenship: Austrian

## EXPERIENCE

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| Jul 2022 –<br>Present  | <b>Senior Technical Writer</b><br>GitLab (Remote) <ul style="list-style-type: none"><li>• Write and maintain documentation and release posts for various product groups</li><li>• Set and balance priorities across projects and optimize documentation processes</li><li>• Create user interface text and restructure content into standard topic types</li><li>• Review and suggest improvements to contributions based on different style guides and levels of edit</li></ul>  |
| Apr 2019 –<br>Jun 2022 | <b>Senior Technical Writer</b><br>Magnolia (Remote) <ul style="list-style-type: none"><li>• Created and verified API reference documentation, developer tutorials, and release notes for open-source software</li><li>• Planned and led content initiatives and tracked issues and code changes for potential documentation updates</li><li>• Collaborated with engineers to build and maintain a documentation pipeline and automate the release process</li><li>• Established style guidelines and solicited and edited contributions from subject-matter experts</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>• 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 and maintained user manuals, online help systems, quick-start guides, and application and release notes for software and hardware products</li><li>• Gathered and analyzed documentation requirements to determine the appropriate information architecture</li></ul>   |

- 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 – **Project Researcher**

Sep 2016 Saarland University (Saarbrücken, Germany)

- Examined information density in scientific writing in the late modern period
- Presented ongoing research and interim results at international conferences
- Maintained 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 web copy, case studies, white papers, and SEO articles
- Edited technical reports, training manuals, and management and legal books

## SKILLS

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<b>Languages</b>	Java, HTML, XML, CSS, YAML, Zsh/Bash
<b>Authoring</b>	VS Code, Confluence, XMetaL, FrameMaker, Word, Snagit
<b>Workflow</b>	Docs as code (Git, Markdown/AsciiDoc, Hugo/Nanoc/Antora), Jira
<b>CI/CD</b>	GitLab, GitHub, Bitbucket, Jenkins
<b>Localization</b>	WorldServer, MultiTerm, Globalreview
<b>Stylebooks</b>	Microsoft, Chicago, AP

## EDUCATION

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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