Ashraf Khamis

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EXPERIENCE

Jul 2022 – Senior Technical Writer

Present

GitLab (Remote)

- Write and maintain documentation and release posts for various product groups
- Set and balance priorities across projects and optimize documentation processes
- Create user interface text and restructure content into standard topic types
- Review and suggest improvements to contributions based on different style guides and levels of edit

Apr 2019 – Senior Technical Writer

Jun 2022

Magnolia (Remote)

- Created and verified API reference documentation, developer tutorials, and release notes for open-source software
- Planned and led content initiatives and tracked issues and code changes for potential documentation updates
- Collaborated with engineers to build and maintain a documentation pipeline and automate the release process
- Established style guidelines and solicited and edited contributions from subjectmatter experts

Oct 2018 – Senior Technical Writer

Mar 2019

Cortical.io (Vienna, Austria)

- Wrote and edited API and SDK reference documentation and developer guides
- 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 – **Technical Writer**

Sep 2018

OMICRON electronics (Klaus, Austria)

- Created and maintained user manuals, online help systems, quick-start guides, and application and release notes for software and hardware products
- Gathered and analyzed documentation requirements to determine the appropriate information architecture

- 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

Languages Java, HTML, XML, CSS, YAML, Zsh/Bash

Authoring VS Code, Confluence, XMetaL, FrameMaker, Word, Snagit

Workflow Docs as code (Git, Markdown/AsciiDoc, Hugo/Nanoc/Antora), Jira

CI/CD GitLab, GitHub, Bitbucket, Jenkins
Localization WorldServer, MultiTerm, Globalreview

Stylebooks Microsoft, Chicago, AP

EDUCATION

Sep 2013 – Sep 2014	Master of Advanced Studies, Cognitive and Functional Linguistics KU Leuven, Ghent University, Vrije Universiteit Brussel & University of Antwerp (Belgium)
Sep 2012 –	Master of Arts, English Linguistics and Literature
Sep 2013	KU Leuven (Leuven, Belgium)