Ashraf Khamis

Location: Vienna, Austria

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Permit: EU permanent residency

# Experience

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| Jul 2022 – Present | **Senior Technical Writer**  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 – Jun 2022 | **Senior Technical Writer**  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 subject-matter experts |
| Oct 2018 – Mar 2019 | **Senior Technical Writer**  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 – Sep 2018 | **Technical Writer**  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 – Sep 2016 | **Project Researcher**  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 – Apr 2012 | **Freelance Copywriter and Editor**  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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| **Languages** | Java, HTML, XML, CSS, YAML, Zsh, Bash |
| **Authoring** | VS Code, Confluence, XMetaL, FrameMaker, Word, Snagit |
| **Workflow** | Docs as code (command-line Git, Markdown, AsciiDoc), Jira, Google Analytics |
| **CI/CD** | GitLab, GitHub, Bitbucket, Jenkins, Hugo, Nanoc, Antora |
| **Localization** | WorldServer, MultiTerm, Globalreview |
| **Stylebooks** | Microsoft, Chicago, AP |

# Education

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