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 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 – Apr 2012 | **Freelance Copywriter and Editor**  **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** | AsciiDoc, Bash, Java, HTML, XML, CSS, YAML |
| **Authoring** | Atom, Confluence, XMetaL, FrameMaker, Word, SnagIt |
| **Workflow** | Docs as code (Git, CLI, Jira), SharePoint, Google Analytics |
| **Localization** | WorldServer, MultiTerm, globalReview |
| **Stylebooks** | Microsoft, Chicago, AP |

# Languages

|  |  |
| --- | --- |
| **English** | Native |
| **Arabic** | Native |
| **German** | Proficient |
| **French** | Elementary |

# Education

|  |  |
| --- | --- |
| 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 |