

# FIONA ROY

## EXPERIENCED API TECHNICAL WRITER

### CONTACT

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Lisbon/London GMT timezone

Portfolio: <https://github.com/firoyj>

[linkedin.com/in/fiona-roy-technical-writer/](https://www.linkedin.com/in/fiona-roy-technical-writer/)

### SKILLS

JSON, YAML, Markdown, XML, HTML, CMS, command line

Postman API, RESTful API

Single sourcing and content re-use

Information architecture planning

DITA, Docusaurus, WordPress, Confluence

GitHub version control, CI/CD, DevOps,

Canva, Illustrator, AutoCAD, Photoshop, InDesign,

Some knowledge of (and fascination with):

Cloud Computing

JavaScript

Python

Golang

Solidity

Smart Contracts

### PROFILE

- Native English speaker with more than 16 years' experience in technical communication
- Documentation specialist in SaaS, API and docs-as-code tools
- Always looking for opportunities to automate processes to save company time
- People-centered: passionate about empathy for both the end user and knowledge experts. I tend to inspire open communication and collaboration between stakeholders
- Best practices evangelist, trainer and documentation processes support
- Fascinated by technology, relish the cognitive challenge of understanding difficult concepts
- Self-motivated to work alone for long periods; take pride in and ownership of deliverables
- Enjoy operating in a fast-paced, agile environment and collaborating with engineers
- Scrupulous in the quest for linguistic precision

### WORK EXPERIENCE

#### Senior Technical Writer

Form3 - <https://www.form3.tech/>

Sep 2022- present

A Payments-as-a-service organization with more than 500 employees, Form3 helps financial institutions migrate legacy systems to cloud-based & API infrastructure. Through robust micro-services architecture and APIs, Form3 provides simple access to a range of payment schemes. Its cloud-orchestration layer enables institutions to enrich their data and metrics.

Main responsibilities:

- Created and maintained developer documentation explaining the API
- Responsible for impeccable customer-facing writing and editing
- Led a focus group program aimed at identifying strategic requirements and scope to roll out an internal technical documentation platform
- Empowered other teams to create their own technical documentation to a high standard. Produced a range of detailed support material, including the company style guide, audience analysis guidelines, page hierarchy and structure guidelines, and user journey analyses. Held training workshops on these themes
- Built lasting relationships with a diverse range of stakeholders
- Worked in an agile environment, helped with sprint planning and quarterly objectives and retrospectives

Software:

- JSON, YAML, Markdown and GitHub on a daily basis to create documentation
- Postman to test API calls
- Required to have some understanding of Go (language), JavaScript and cloud-native architecture including Kubernetes containerization

#### Technical Writer

Advanced Blockchain AG - [www.advancedblockchain.com/](http://www.advancedblockchain.com/)

Feb 2022 - Jun 2022

Incubates, builds and researches decentralized Web3 projects

Main responsibilities:

- Authored public-facing and internal documentation to explain novel DeFi products operating on Ethereum, Cosmos, Polkadot, Solana, as well as derivatives trading projects
- Created in-depth technical content related to smart contracts, including tutorials, user guides and protocol overviews
- Helped create technical documentation for blockchain security audits
- Designed company-wide templates aimed at defining information architecture; categorized content according to type and purpose
- Built company style guide and implemented its use
- Curated knowledge bases for different projects
- Initiated and implemented migration to docs-as-code approach to documentation using GitHub
- Created FAQs pages aimed at specialized, as well as general, audiences
- Collaborated with analysts, project managers, developers, economists and mathematicians

# FIONA ROY

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## EDUCATION

Postgraduate Diploma in Landscape Architecture:

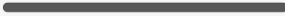
**The University of Sheffield, UK**


BA (Honours) in Interior Architecture & Design

**University for the Creative Arts, UK**

## LANGUAGES

English 

Portuguese 

Spanish 

## WORK EXPERIENCE CONTINUED

### Freelance Technical Writer and Technical Translator

#### SaaS, IT and Gaming

2009 - 2022

- B2B
- SaaS content
- API documentation
- Training content
- Service documentation
- Cybersecurity
- Cryptocurrency regulation
- Regulatory texts and standards
- ICO/IEO/STO, White Paper, Pitch Desk
- Financial services
- User-interface copy (UI/UX strings)
- AI chatbot dialogues
- SEO-optimized content
- Gaming scripts: RPG, adventure, casino

#### Energy, Minerals, Manufacturing and Civil and Automotive engineering

2009 - 2022

- Wind turbines: manufacturing, installation and maintenance instructions
- Rig equipment for offshore platforms: operating manuals, Health and Safety documentation and construction specifications
- Drilling exploration: permission applications and seismic data processing
- Electric vehicle manufacture
- Hydroelectric power plant planning, hydrology and maintenance works
- Power transmission strategic planning, technical reports and Environmental Impact Assessment
- Vehicle emissions regulatory standards and testing specifications
- Train operation user manuals and maintenance
- Mining and highways: tender documentation and regulatory frameworks
- Sensor and signaling processes
- Industrial equipment user manuals
- Technical patents
- River basin management
- Architectural and engineering specifications
- Fire protection standards and specifications

#### Medical and Scientific:

2009 - 2022

- Clinical trial agreements
- Informed consent forms
- Study protocols
- Medical safety and adverse event reports
- Patient recruitment information
- Adverse event reporting
- Ethics committee correspondence
- Pharmaceutical product registration dossiers
- Epidemiology
- Statistical analysis
- Pollution testing, mitigation and clean-up
- Marine biology
- Soil improvement

#### Urban Design, Architecture and Landscape Design

2000 - 2010

- Project architect for large infrastructure projects: highways, rail and wind power
- Designer for numerous high-profile urban design and architectural projects in the UK, Russia and the United Arab Emirates
- Architectural design of government facilities: prisons, hospitals and schools
- Geographical information processing (GIS) for urban planning, indigenous reservation land disputes (Brazil), heritage site designation and pollution risk analysis
- Authored and edited detailed reports: Environmental Impact Assessments (EIA), feasibility studies, tender documents and strategic masterplans
- River and wetland management
- Habitat conservation and creation