FIONA ROY

EXPERIENCED API TECHNICAL WRITER

CONTACT

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SKILLS

JSON

YAML

Markdown

XML and CMS (Content Management System)

GitHub version control

Docs as code

Postman API

DevOps

CI/CD (Continuous Integration/Continuous Development)

RESTful API

SaaS

Some knowledge of (and fascination with):

JavaScript

Python

Golang

Solidity

Smart Contracts

Cloud Computing

PROFILE

- Native English Technical Writer with over 12 years' experience
- People-centered: passionate about empathy for both the end user and knowledge experts. I tend to inspire open communication and collaboration between stakeholders
- Fascinated by technology, relish the cognitive challenge of understanding difficult concepts
- Possess the patience and focus to research topics in depth
- Self-motivated to work alone for long periods; take pride in and ownership of deliverables
- Enjoy operating in a fast-paced, agile environment
- Scrupulous in the quest for linguistic precision

WORK EXPERIENCE

Senior Technical Writer

Form3 - https://www.form3.tech/   Sep 2020 - Sep 2022

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

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Technical Writer

Advanced Blockchain AG - www.advancedblockchain.com/   Feb 2020 - 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

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