Francis Roberts

Summary

I am a technical writer passionate about creating documentation that empowers users to succeed with complex software products. With years of experience in the software and engineering industry, I have developed a deep understanding of technical writing best practices and industry standards. I have experience creating documentation for various audiences, from entry-level end-users to advanced developers. I am skilled in using tools such as Git, GitHub, Asciidoc, Kroki and Jira, the modern docs-as-code standard.

Experience

Technical Writer
Couchbase

Aug 2022 - Present (9 months)

Through the application of Docs-as-Code methodologies, I have produced detailed technical documentation for Database-as-a-Service (DBaaS) and Cloud services. Employing industry-standard software development processes and tools, I have ensured that the documentation is up-to-date, informative, and user-friendly. My achievements include:

- API Documentation: Worked with engineering to test code samples and created a clear and concise language for the API docs (Cloud, Mobile and Edge).
- Cloud Adoption Acceleration: Updated documentation with the latest AWS and Azure developments, accelerating user adoption.
- Detailed SDK Documentation: Crafted documentation for C, Java, .NET, Python, JavaScript, Android, and iOS SDKs, enabling seamless third-party integration.
- Centralised Documentation Repository: Consolidated multiple repositories into a centralised GitHub repository, increasing team efficiency and collaboration.

Technical Writer / Bid Writer
CDW UK

Jan 2022 - Aug 2022 (8 months)

As a Bid/Technical Writer, I specialised in crafting persuasive, business-winning content focused on cloud computing, IT infrastructure, and software development sectors. My achievements include:

- Successful Bids: Improved success by creating persuasive cloud-related bids, resulting in more contracts.
- Faster Responses: Streamlined workflow and reused content to reduce response times, allowing for more bids within tight deadlines.

- Cost Savings: Recommended cost-saving measures via cloud and sustainability solutions, increasing client value and bid competitiveness.

Technical Author
Atlas Copco

Jan 2019 - Jan 2022 (3 years 1 month)

As a Technical Author in the Automotive Robotics industry, I expedited product launches and reinforced safety commitments. Additionally, I led the direction of digital content delivery and streamlined technical information to boost overall efficiency and accessibility. My achievements include:

- Faster Product Launches: Streamlined software manual authoring, expediting product launches.
- Increased Safety: Developed Equipment and Health and Safety manuals, reinforcing the company's commitment to safety and compliance.
- Mobile Access: Created Atlas Copco Rivets Mobile App, providing on-the-go access to technical resources.
- Video Training: Managed the launch of video training materials, promoting knowledge sharing and skill development.
- Optimised Translations: Improved translation workflows for seamless access to technical documentation.

Manufacturing Operator
Atlas Copco

Nov 2015 - Jan 2019 (3 years 3 months) perm | Feb 2015 - Nov 2015 (10 months) cont

As a technically skilled worker in automotive robotics manufacturing, I was extensively trained in lean manufacturing, health and safety, and engineering. My achievements include:

- Automation Expertise: Optimized production with programming/PLC skills.
- Technical Proficiency: Completed Siemens S7 programming qualification.
- Health and Safety: Represented the production environment's health and safety, demonstrating best practices.
- Industry Standards: Experienced with ISO 9001 and ISO14000, ensuring compliance and excellence.

Education

Open University
STEM

Oct 2018 – Ongoing