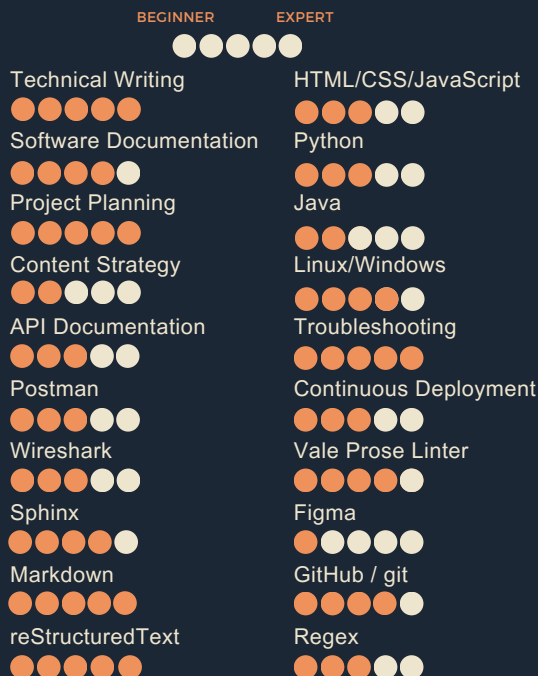


I'm passionate about helping people solve problems and understand complex topics through writing and technology.

TECHNICAL SKILLS



INTERPERSONAL SKILLS

- Thorough
- Empathetic
- Resourceful
- Accountable
- Self-motivated
- Always learning and curious
- Analytical and critical thinking
- Collaborative (in-person & remote)
- Unafraid of asking questions or being wrong
- Thoughtful written, verbal, and visual communication

PORTFOLIO & CONTACT

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📞 512-817-8069
✉ hhewett@proton.me
🔗 <https://github.com/holdenhewett>
📄 <https://www.linkedin.com/in/h0ld3n-h3w3tt-08ab0b113/>

HOLDEN HEWETT

TECHNICAL WRITER / DEVELOPER

EXPERIENCE

AMAZON WEB SERVICES (AWS)

Senior Programmer Writer | Aug 2022 - Present

- Successfully presented and delivered an internal framework guide for continuous deployment (CD) per ambiguous requirements to program owners and stakeholders.
- Constructed and delivered training documentation for Amazon's internal continuous deployment system to increase developer onboarding velocity.
- Improved terminology consistency throughout internal build system documentation by collaborating with build system subject matter experts (SMEs).
- Utilized internal GenAI tools to create a synthetic SME to overhaul the information architecture and new documentation for Amazon's internal deployment system.
- Increased documentation contributions by 20% through delivering a video series about the internal docs-as-code contribution model.
- Convinced and worked with docs team to implement linting rules with the Vale prose linter for local development to enhance the docs-as-code contributor experience.
- Decreased the time to install and setup Windows Subsystem for Linux (WSL) Amazon-wide by 50% through testing, validating, and writing an onboarding guide.
- Write and maintain internal writing style guide and standards, including a reStructuredText reference guide and writing guidance for highly technical audiences.

ELEVEN SOFTWARE

Technical & UX Writer | Feb 2019 - Aug 2022

- Researched, prototyped, and implemented API documentation suite to delight and improve developer understanding of Eleven's APIs.
- Perform weekly bug and quality assurance testing on newly developed code and create thorough bug reports for developers and product managers.
- Developed support and UX content strategies to align with business goals.
- Created a comprehensive writing process to guide and focus writing tasks.
- Leveraged Google analytics and ZenDesk Explore to mitigate common support pain points through technical writing and documentation.
- Decreased year-over-year ticket count from 2019 to 2020 by 40% through support documentation, user guides, tutorial and training videos, and other deliverables.
- From 2019 to 2020, decreased weekly average ticket volumes by 50% through documentation and knowledge-centered support (KCS) practices.
- Increased tickets resolved (one-touch tickets) by 30% in 2020 through providing useful and relevant documentation.
- Integrated ZenDesk Guide custom theme code with GitHub for versioning and collaboration with internal developers.
- Created Python script to automate the manual process of calculating monthly support call SLA attainment.

EDUCATION

HORRY-GEORGETOWN TECHNICAL COLLEGE

A.A.S. Computer Networking - 2017

- Obtained CompTIA Network+ Certification.
- Built a fully functioning on-premises enterprise network, including Cisco switches, routers, and VoIP equipment.

A.A.S. Computer Programming - 2017

- Built a medical appointment website with PHP, MySQL, and HTML, and CSS and built a SUSE Linux server to host it.
- Built a Java GUI client for the same medical appointment website.