

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

TECHNICAL SKILLS

BEGINNER EXPERT



Technical Writing	HTML/CSS/Tailwind
Software Documentation	JavaScript/Typescript
Project Planning	Python
Content Strategy	Linux/Windows
API Documentation	Astro Web Framework
Postman	Continuous Deployment
Wireshark	Vale Prose Linter
Sphinx	Figma
Markdown	Git
reStructuredText	Regex

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

CERTIFICATIONS

- CompTIA - Network+
- Fortinet - Network Security Expert 4
- TWHQ - Technical Writing Certification

EDUCATION

- **Horry-Georgetown Technical College**
 - A.A.S. Computer Networking - 2017
 - A.A.S. Computer Programming - 2017

PORTFOLIO & CONTACT

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HOLDEN HEWETT

TECHNICAL WRITER / DEVELOPER

EXPERIENCE

AMAZON WEB SERVICES (AWS)

Senior Programmer Writer | Aug 2022 - Present

- Increased docs-as-code contributions by 15% by creating an internal tutorial video series using Camtasia, helping developers understand and leverage our workflows.
- Led remote, cross-functional documentation projects with engineers, product managers, and subject matter experts (SMEs) across distributed teams, aligning content with technical requirements. Key contributions include:
 - Developed a Continuous Deployment (CD) framework guide for Amazon's CI/CD systems, ensuring alignment with secure SDLC best practices.
 - Created training documentation to improve developer onboarding velocity for Amazon's CD tooling.
 - Overhauled the information architecture for Amazon's internal CD documentation, improving discoverability and usability.
- Utilized Git for version control and Git-based workflows, including:
 - Managing contributions to docs-as-code repositories during on-call rotations.
 - Reviewing/editing documentation for clarity, consistency, and technical accuracy.
- Wrote and improved API documentation modeled in Smithy.
- Introduced and wrote Vale prose linter rules using regex, enhancing the contributor experience by improving local development and maintaining doc standards.
- Reduced installation time for Windows Subsystem for Linux (WSL) by 50% Amazon-wide through testing, validating, and writing onboarding, SSH, and VPN guides.
- Authored and maintained an internal writing style guide, including reStructuredText and Sphinx references, and a writing and tone guide for contributors.
- Aligned documentation with the Diátaxis-based documentation framework, ensuring clear, customer-focused content for highly technical audiences.

ELEVEN SOFTWARE

Technical & UX Writer | Feb 2019 - Aug 2022

- Performed packet inspection using Wireshark to troubleshoot authentication requests between on-prem and cloud Network Access Servers (NAS) and Eleven's SaaS.
- Troubleshoot HTTP/S, DNS, VPN, and firewall issues with customers.
- Created custom tutorial video series using DeScript to onboard clients' support staff to understand and effectively use Eleven's software suite.
- Researched, prototyped, and implemented API documentation suite to delight and improve developer understanding of Eleven's APIs.
- Performed weekly bug and quality assurance testing on newly developed code and created thorough bug reports for developers and product managers.
- Developed support and UX content strategies to align with Eleven's business goals.
- Authored Eleven's first internal writing processes and style guide.
- Leveraged Google analytics and ZenDesk Explore to mitigate common support pain points through technical writing and documentation.
- Decreased year-over-year ticket count in 2019 by 40% through support documentation, user guides, tutorial and training videos, and other deliverables.
- Decreased weekly average ticket volumes by 50% in 2019 through documentation and knowledge-centered support (KCS) best practices.
- 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.