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

HOLDEN HEWETT

DEVELOPER TECHNICAL WRITER

TECHNICAL SKILLS

BEGINNER   EXPERT

Technical Writing   HTML/CSS/JS

Audience Analysis   Python

Project Planning   Java

Content Strategy   Linux/Windows

API Documentation   Troubleshooting

Postman   WLAN controllers

Wireshark   RADIUS

git   Figma

Markdown   Routing/Switching

reStructuredText

SOFT SKILLS

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

PORTFOLIO & CONTACT

- Portfolio: https://iwriteabout.tech
- 512-817-8069
- hhewett@proton.me
- https://github.com/holdenhewett
- https://www.linkedin.com/in/h0ld3n-h3w3tt-08ab0b113/

EXPERIENCE

AMAZON WEB SERVICES (AWS)

Programmer Writer | Aug 2022 - Present
- Managed a months-long project related to improving internal continuous deployment (CD) processes that involved collaborating with SMEs across global teams, dealing with a high degree of ambiguity while still delivering results, and prioritizing writing tasks to align with the overall program's goals and deliverables during development.
- Identify bugs and UX improvements in user interfaces
- Decreased the time to install and setup Windows Subsystem for Linux (WSL) and enhanced security on corporate Windows devices by at least 50% as a result of drafting, validating, and writing a new setup procedure.
- Wrote a "reStructuredText quick reference" guide for doc contributors to quickly refer to for syntax and best practices instead of scouring the sprawling writing guide.
- Wrote custom linting rules for Vale using regex to allow contributors to see errors in their code before submitting for review.

ELEVEN SOFTWARE

UX Writer & Customer Success Engineer | Feb 2019 - Aug 2022
- Researched, prototyped, and implemented API documentation suite to delight and improve developer understanding of Eleven's APIs.
- Obtained a Technical Writing Certification from Technical Writer HQ.
- 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.