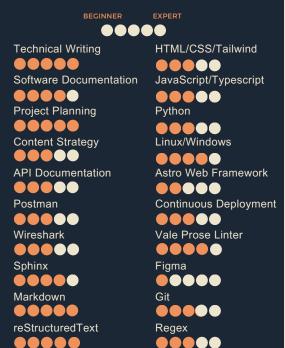
I'm passionate about helping people solve problems and understand complex topics through writing and technology.

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

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

- https://iwriteabout.tech
- 512-817-8069
- https://github.com/holdenhewett
- https://github.com/OpenScribbler
- in https://www.linkedin.com/in/h0ld3nh3w3tt-08ab0b113/

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% Amazonwide 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.
- · Troubleshot 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.