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# WORK EXPERIENCE

## Technical Writer III, Software Engineering

Google – Seattle, Washington Oct 2020 – Jan 2023

* Took sole ownership of documentation for the Cloud Channel API (launched in January 2021)
* Led content creation and content strategy for the Cloud Channel API documentation
* Created and published release notes for the Cloud Channel API
* Worked with engineers to auto-generate Cloud Channel API reference docs from .proto files
* Created code-based tutorials for introductory, intermediate, and complex user tasks
* Created an interactive and guided tutorial for estimating costs using the Cloud Billing API
* Collaborated with product owners and external partners during private and public previews to improve documentation before launches
* Helped to develop doc-focused user research studies with Cloud Channel’s UX researchers
* Worked with the Cloud Partner Platform tech writers to coordinate on cross-team projects
* Helped to build and test new Google Cloud information architecture based on critical user journeys
* Worked alongside the Cloud Billing documentation team to address customer feedback and bugs
* Managed routing and filtering of customer feedback bugs between Google Cloud and Google Support
* Co-hosted a technical writing intern during the summer of 2022
* Two-time speaker at Google’s internal writing conference, Burning Pen (2021 & 2022)
* Hosted an “Adults With ADHD” panel during Google’s internal Mental Health Conference 2022
* Qualified as an interviewer for engineering and technical writing positions
* Taught internal technical writing classes for engineers and associate writers

## Technical Writer, Service Technologies

Blizzard Entertainment - Irvine, California May 2018 – Oct 2020

* Wrote a single-source help document for Blizzard’s internally-developed customer support tool
* Led initiative to create and write a Blizzard Support onboarding guide for new product teams
* Developed API documentation for internal systems and products
* Worked alongside product managers to develop a content strategy for internal knowledge bases
* Created, edited, and managed GitHub repository of 1000+ automated emails used by Blizzard Support
* Created and administrated Jira project for the Service Technologies Product Design team
* Managed Confluence spaces for internal collaboration and to help onboard external partner studios

## Community Specialist, WoW Global Publishing [Temp]

Blizzard Entertainment - Irvine, California Oct 2017 – Feb 2018

* Created a brand-new Jira project to collect, review, and respond to community feedback
* Wrote a user manual for the WoW Community Jira project
* Developed style guide for WoW Global Publishing and Dev Communications

## Technical Writer, Global Customer Support

Blizzard Entertainment - Irvine, California Jul 2014 - May 2018

* Created external Blizzard Support articles, customer-facing email templates, and social media posts
* Created and maintained user manuals for three internally-developed Customer Support tools
* Developed two internal tools to insert CSS and single-source reference blocks in support articles
* Led a global team to migrate Blizzard Support’s entire knowledge base to a new platform
* Used Adobe Photoshop to create icons for the Blizzard Support Site’s knowledge base

## Technical Writer [Contract]

Rockwell Automation - Phoenix, ArizonaAug 2011 - July 2013

* Edited and created content for RSLogix 5000, FactoryTalk View ME/SE, and other software/firmware
* Developed a procedure for converting print-only FrameMaker documents into a single-source format
* Developed a two-week training course for content creation and management in Author-it

# SKILLS

## Technical Writing

* Proficient in the use of authoring and content management software (Confluence)
* Proficient in single-source authoring using XML, Markdown, and HTML
* Proficient in the creation of API documentation using automated tools and from-scratch methods
* Working knowledge in versioning and source control using GitHub

## Programming

* Hobby-level knowledge of C#, Python, and Swift for game and app development
* Working knowledge of Javascript and jQuery for back-end web development

# EDUCATION

## Bachelor of Arts in Game Art & Design June 2009

The Art Institute of Phoenix – Phoenix, ArizonaGPA: 3.3

* Student Game Developer’s Association – Member