JOSHUA EHLERS

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WORK EXPERIENCE

Technical Writer III, Software Engineering

Google – Seattle, Washington   Oct 2020 – March 2023

- Took sole ownership of technical documentation for the Google Cloud Channel API.
- Led content management 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 source 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 develop doc-focused user research studies with Cloud Channel's UX researchers.
- Worked with the Cloud Partner Platform tech writers to coordinate 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 Burning Pen, Google's internal writing conference.
- 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 and software 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.

Information Developer [Contract]
Rockwell Automation - Phoenix, Arizona   Aug 2011 - July 2013

- Edited and created content for RSLogix 5000, FactoryTalk View ME/SE, and other software/firmware.
- Developed a procedure to convert print-only FrameMaker documents into a single-source format.
- Created content following XML-based structured authoring in RoboHelp.
- 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, including Confluence, Salesforce, HugoCMS, and internally-developed proprietary solutions.
- Proficient in single-source authoring using XML, Markdown, and HTML.
- Proficient in the creation of technical documentation using automated tools and from-scratch methods.
- Proficient in versioning and source control using GitHub and similar environments.

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, Arizona   GPA: 3.3

- Student Game Developer's Association – Member