ROBERT GERVAIS

🌐 github.io/portfolio

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OBJECTIVE

I led documentation for Unreal Engine, an open source engine used by game, film and AEM studios worldwide. I am a programmer who can write excellent technical documentation, and I am looking to bring my technical, UX, and visual design skills to a new product or service.

TOOLBOX

TECHNICAL WRITING	DITA / SKOS
AI/ML	PROGRAMMING
DESIGN	KAIZEN/KANBAN

EDUCATION

Bachelor of Science in Computer Science
Real-time Interactive Simulations
DigiPen Institute of Technology (2016)

Bachelor of Science
Technology & Industrial Arts Management
Berea College (2002)

ADVISORY BOARDS

University of Washington
M.Sc. Information Management Program
Advising G.A.M.E.R. Group researchers on the development of the video game metadata schema, and sponsoring capstone projects at the iSchool.

foundry10
G.O.K.U. Metadata for Educational Games
Advising researchers on the development of a metadata schema that will enable libraries and educational institutions to categorize educational games.

CERTIFICATIONS

PSMJ Resources
Certified Project Management Professional

DPIC Companies
Liability IQ Certification for Engineers

Arm
ESE101: Embedded Systems Essentials

EXPERIENCE

Education & Learning Director
Epic Games
2023 – 2025
Remote

- **Leadership:** I was entrusted by executives to lead product documentation teams to unify all of the company's documentation under a single landing page experience.
- **Collaboration:** I collaborated with user experience, engineering, design, art, and business teams to build Epic's first AI-enabled chatbot (Epic Developer Assistant), which will integrate directly into Unreal Engine to bring the company's unified documentation into the product as a core learning feature.
- **Communication:** I was the primary point of contact for brands (including Disney, LEGO, and Paramount) developing documentation and learning resources in partnership with Epic's unified learning platforms.

Education & Learning Lead, Fortnite
Epic Games
2021– 2023
Remote

- **100% Feature Coverage:** I led my team to work with Fortnite's engineers, artists, and designers to ensure full documentation coverage on launch day for Fortnite Creative and Unreal Editor for Fortnite. During the launch post-mortem, the UX team reported that a majority of users (>90%) shared that our documentation was functional and useful on launch day for both of Fortnite's debut UGC products.
- **Top Performing SEO:** I partnered with the SEO and UX teams to ship site indices, taxonomies, and glossaries that resulted in >90% CTR on our top 100 documentation pages, including over 80% engagement rates for pages in our lowest (viewed) quartile, indicating that our community was reliably finding documentation with organic search.

Senior Technical Writer
Epic Games
2019 – 2021
Bellevue, WA

- **Knowledge Graph:** I interviewed over 100 engineers, designers, and artists around the company to develop a comprehensive Simple Knowledge Organization System (SKOS) schema in a Neo4j database, which was leveraged to build out the Epic Developer Assistant.
- **Information Architecture:** I ran open and closed card sort exercises, interviewed representatives from every team on Unreal Engine, utilized ANOVA to analyze the company-wide card sort results, and leveraged A/B testing to design documentation information architecture for the launch of UE5.

Technical Writer
Epic Games
2017 – 2019
Bellevue, WA

- **White Paper:** I worked with the Lead Build Engineer to record the evolution of Epic's process of developing key titles, including Fortnite, Paragon, and Battle Breakers, capturing key workflows associated with the development of UnrealGameSync, Epic's custom distributed development tool, which includes Perforce sync features, file conflict resolution, file versioning, project file generation, and optional binary builds and execution.
- **Style Guide:** While working on the white paper demonstrating the workflows and tools we used to develop and publish Fortnite, I needed to standardize our voice, tone, and style beyond the guidance offered by the Microsoft Manual of Style so I wrote Epic's first custom style guide for written documentation, which was added to the first version of Epic's Brand Guidelines, setting the standard for how EULA users and technology partners interface with Epic's intellectual property.

Training Content Developer
Epic Games
2015 – 2017
Bellevue, WA

- **Visual Studio Extension:** I developed a Visual Studio Extension that templatized a Diataxis approach to writing documentation. This extension was used internally by engineering and technical writing teams to automatically generate the metadata, structured markdown syntax, and template language for conceptual overviews, how-to guides, quick start guides, and reference documents, improving the quality and quantity of documentation being generated for Unreal Engine.
- **Unreal Engine Plugin:** I developed an Unreal Engine plugin for our tutorial system, enabling engineers to wrap functional engine and gameplay code into snippets that APIDocTool could ingest for the C++ API Reference Manual.

NOTABLE AWARDS

DigiPen Game Awards
Best Spoken Dialogue & Best Characters
My writing on Relic was voted by students in 2015 to receive 1st place for Best Spoken Dialogue and 1st place for Best Characters.

CELSOC Award
Engineering Excellence
My writing on the Carlsbad Desalinated Water Conveyance Facilities Alignment Investigation Report was recognized for excellence in technical communication in 2006.

PERSONAL PROJECTS

Satoyama Dice
Lead Programmer
Developing a video poker simulator with LÖVE that plays endless mini Sudoku games in a City Pop environment.

Demon Crush
Programmer & Designer
Developing gameplay systems, writing shaders, and designing levels for a 2D arcade game in UE5.

Intern — Summer 2015
Epic Games — *Cary, NC*

- **APIDocTool:** I was responsible for debugging Linux, Android, and iOS API calls into APIDocTool, building the hooks for Unreal's reflection system to detect new code being written for upcoming releases of UE4. I also maintained and extended the Code Snippet and Statistics Subsystems as the engine grew over time.
- **FPS Sample:** I migrated legacy components from Unreal Tournament into Unreal Engine's First Person Shooter sample, writing one of the most downloaded and widely used tutorials on Epic's documentation site.

Engineer — 2009 – 2015
Aegis Engineering Management — *Remote*

- I wrote technical memos for municipal agencies to comply with Titles 17 & 22 of the CA Code of Regulations.

Engineer — 2008 – 2009
AECOM — *San Diego, CA*

- I wrote economic benefit apportionment reports for private and municipal agencies to comply with the CA Landscaping & Lighting Act of 1972 and CA Proposition 218.

Engineer — 2003 – 2008
Boyle Engineering Corporation — *San Diego, CA*

- I wrote technical specifications for municipal agencies to comply with requirements set by the CA Dept. of Water Resources and the EPA. I also wrote legal descriptions for grants and quitclaims in accordance with the ALTA Land Surveying requirements.

"Omit needless words."