

# Robert Cloud



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## PROFESSIONAL SUMMARY

Innovative Technical Writer with **over 10-years' experience** researching, writing, editing, proofreading, assimilating, cataloging, and designing **technical** and **non-technical** documentation. Extensive experience using **modern documentation approaches/tools**. Extensive experience working in **Waterfall** and **Agile** SDLCs. Fluent Mandarin Chinese speaker.

## SKILLS

- Technical Research
- Doc. Management
- Docs-as-code
- GitHub, Git, Markdown
- Cloud Computing
- Slack, BlueJeans, Cisco WebEx, MS Teams
- Confluence, Jira, Pivotal Tracker
- MS Office Suite, MS SharePoint, MS Visio
- Adobe FrameMaker
- Adobe Photoshop
- MadCap Flare
- Final Cut Pro
- Python (Beginner)
- C++ (Beginner)

## WORK HISTORY

**SENIOR TECHNICAL WRITER** (Remote) *10/2021 to 2/2022*

**U.S. Tech Solutions (Contractor) | Jersey City, NJ**

- **VMware Tanzu Team** – Developed, wrote, edited, and maintained documentation for the Tanzu product family. Restructured, formatted, and standardized legacy documentation.
- Proactively communicated with PMs and engineers **worldwide** for feedback and distribution.
- Organized material to research and complete writing tasks.

**SENIOR TECHNICAL WRITER/BUS. ANALYST** (Remote) *04/2021 to 06/2021*

**HCL (Contractor) | Redmond, WA**

- **Microsoft Anti-Corruption Team** – Researched, communicated, and explained anti-corruption policies and initiatives of Microsoft competitors and business partners to team members to understand and implement functional demands.
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.

**SENIOR TECHNICAL WRITER** *02/2019 to 05/2020*

**netPolarity (Contractor) | San Jose, CA**

- **Nutanix, Seattle** – Canaveral Team **lead technical writer**; primary source documentation central point of contact for 18-man engineer team. Conceptualized what developer documentation should mean and drive implementation.
- Documented REST APIs and SDKs for internal development systems.

- Implemented documentation systems and processes. Created and developed Canaveral DevOps Runbook.
- Wrote release notes and other support documentation. Peer-reviewed engineers' documentation.
- Gathered information from team meetings, product specifications, SME interviews, and direct interaction with systems.
- Identified documentation issues, analyzed information, and provided solutions to problems.

#### **TECHNICAL EDITOR** (Remote)

*11/2018 to 07/2019*

##### **ALTA IT Services (Contractor) | Rockville, MD**

- **ManTech Govt Contractor** – Edited multiple documents for Application Cloud Migration teams on an Air Force contract to refactor monolithic, legacy applications for migration into both AWS and Azure environments.
- Reviewed various documents for grammar, spelling, punctuation, syntax, accuracy and compliance with quality standards.

#### **TECHNICAL WRITER/TRAINING COORDINATOR** (Remote) *08/2018 to 11/2018*

##### **U.S. Tech Solutions (Contractor) | Jersey City, NJ**

- **Quest Technology Management** – Developed training materials in conjunction with engineering staff.
- Coordinated/scheduled training for 1,100 users at different locales.
- Instructed how to install and use Multi-factor Authentication (MFA) and Mobile Device Maintenance (MDM) on end devices.
- Tracked end-user issues and escalated to Sr. IT staff as required.

#### **LEAD TECHNICAL WRITER**

*06/2018 to 08/2018*

##### **Brickred Systems (Contractor) | Redmond, WA**

- **Microsoft Azure Stack Customer Advisory Team (CAT)** – central point of contact for primary source documentation.
- Researched, wrote, edited and localized content with strong customer-focus. Gathered data from SMEs to create workbooks, users guides, reference manuals, lab sheets, etc.
- Designed and delivered documentation across disparate styles - from event handouts to highly technical whitepapers. Effectively conveyed customer-focused security concepts across all levels of expertise (developer, admin, novice).

#### **SENIOR TECHNICAL WRITER**

*03/2004 to 10/2016*

##### **BEA Systems/Oracle Software R&D Center | Beijing, CHINA**

- Developed, wrote, edited, and maintained documentation for the Oracle Tuxedo product family. Restructured, formatted, and standardized legacy documentation.
- Wrote REST API reference documentation for C, C#, C++, and Java developers and system admins from functional specs and SME interviews.
- Datacenter and networking technical background; can easily interact with

engineers.

- Proactively collaborated with Oracle engineers in Beijing and New Jersey, Bangalore doc- infrastructure, Quality Assurance, and customers to improve documentation usability.
- Trained, developed, and supervised three Chinese local-hire technical writers.
- Developed auxiliary documentation, such as Web pages, help systems, sales training, product descriptions, etc. as needed.

## EDUCATION

**Certificate** | Mandarin Chinese Language

**National Taiwan Normal University, Taipei, Taiwan**

**Bachelor of Science** | Business Administration/Management

**Towson University, Towson, MD**