

ROBERT CLOUD

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PROFESSIONAL SUMMARY

- Accomplished technical writer with over 15 years of experience in crafting comprehensive technical and non-technical documentation.
- Adept in a broad spectrum of documentation skills, including research, writing, editing, proofreading, organization, and design.
- Proficient with modern documentation technologies and methodologies such as docs-as-code and structured authoring.
- Agile and Waterfall SDLC expertise.
- Fluent in Mandarin Chinese.

SKILLS

- Technical Documentation and Research
- Documentation Management Systems
- Version Control: GitHub, Git
- Markup Languages: Markdown, HTML, XML
- Project Management: Confluence, Jira, Pivotal Tracker
- Programming: Python (Beginner), C++ (Beginner)
- Office Suites: Google Docs, Microsoft Office Suite, SharePoint, Visio
- Design & Editing: Adobe FrameMaker, Photoshop, MadCap Flare

INTERNATIONAL WORK HISTORY

SENIOR TECHNICAL WRITER 03/2004 to 10/2016

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

- Developed and maintained a wide variety of documentation for Oracle Tuxedo product family, leading to significant enhancements in the quality and accessibility of legacy documentation.
- Authored/edited platform, SOAP, and REST API reference guides and SOPs by synthesizing complex functional specifications and SME insights.
- Drove collaborative efforts with global engineering teams, QA, and customers to enhance usability of documentation.
- Served as a mentor and team leader for three technical writers employed locally, raising the bar for technical communication on the team.
- **Tools:** Git, Adobe FrameMaker, XML, HTML.

U.S. WORK HISTORY

SENIOR TECHNICAL WRITER - MANDARIN SPEAKER 01/2023 to 06/2023

Infinite (Contractor, Remote), Rockville, MD

- **IBM/Bytedance (TikTok) USTS Team:** Developed comprehensive SOP documents for Bytedance's USTS Engineering and Controls Team.
- Documented and refined technical workflows to enhance operational efficiency.
- Conducted observations of in-progress operations to ensure accurate technical instructions.
- Collaborated with software engineers and product managers to validate technical documentation's accuracy and completeness.
- **Tools:** Lark Suite, Markdown, HTML.

TECHNICAL WRITER/EDITOR 05/2022 to 02/2023

Bárd Na NGleann (Contractor, Remote), Ballingeary, County Cork, Ireland

- **Google Analytics 4 (GA4) Help Center Team:** Prepared, rewrote, and edited GA4 help center and API documentation, achieving a 40% increase in user engagement and a 15% decrease in support tickets.
- Implemented stringent quality control measures for internal and external documentation, ensuring a 98% accuracy rate.
- Conducted detailed reviews of internal and customer-facing articles to uphold high-quality standards.
- Worked in tandem with writers to guide editorial improvements effectively.
- **Tools:** Google Docs, Connect Composer, Buganizer, Cider, Git, Markdown, HTML.

SENIOR TECHNICAL WRITER 10/2021 to 02/2022

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

- **VMware Tanzu Team:** Developed and maintained developer documentation for VMware Tanzu product suite.
- Standardized legacy documents while collaborating with PMs and engineers for feedback.
- Organized material for research and completed writing tasks.
- **Tools:** Pivotal Tracker, Git/GitHub, HTML, Markdown, Confluence, Jira.

TECHNICAL WRITER/BUSINESS ANALYST 04/2021 to 06/2021

HCL (Contractor, Remote), 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.
- Produced high-quality content with exceptional writing, editing, and proofreading skills.
- **Tools:** MS Office Suite, MS SharePoint, MS Visio.

SENIOR TECHNICAL WRITER 02/2019 to 05/2020

netPolarity (Contractor, Hybrid), San Jose, CA

- **Nutanix (Seattle) Canaveral Team:** Conceptualized and implemented a developer documentation strategy. Collected information from team meetings, product specifications, SME interviews, and direct system/application interaction.
- Primary documentation point of contact for an 18-member engineering team.
- Documented REST APIs and SDKs for internal development systems. Created team wiki.
- Implemented documentation systems and processes. Created and developed Canaveral DevOps runbook.
- **Tools:** Git/GitHub, Google docs, Confluence, Jira, Markdown, HTML.

SENIOR TECHNICAL EDITOR 11/2018 to 07/2019

ALTA IT Services (Contractor, Remote), Rockville, MD

- **ManTech Govt Contractor:** Edited critical documents for cloud migration projects involving AWS and Azure platforms under a high-profile Air Force contract.
- Ensured all documentation met stringent grammatical, syntactical, and compliance standards.
- **Tools:** MS Office Suite, MS SharePoint, MS Visio.

SENIOR TECHNICAL WRITER/TRAINING COORDINATOR 08/2018 to 11/2018

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

- **Quest Media:** Developed comprehensive training materials in collaboration with engineering teams.
- Led MFA and MDM training sessions, successfully coordinating and scheduling for over 1,100 users across various locations.
- Monitored and resolved end-user issues, escalating complex cases to senior IT staff effectively.
- **Tools:** MS Office Suite, MS SharePoint, MS Visio.

SENIOR TECHNICAL WRITER 06/2018 to 08/2018

Brickred Systems (On Site), Redmond, WA

- **Microsoft Azure Stack Customer Advisory Team (CAT):** Central point of contact for primary source documentation.
- Authored, edited, and localized content to align with customer-centric values.
- Produced a variety of documentation formats, such as lab sheets, workbooks, reference manuals, and user guides.
- Ensured security concepts were understandable to all user levels by providing a variety of documentation styles, from event handouts to in-depth technical whitepapers.
- **Tools:** MS Office Suite, MS SharePoint, MS Visio.

EDUCATION/ CERTIFICATIONS

- Certificate: Notary Public of the State of Maryland
Annapolis, MD
- Certificate: 汉语水平考试 HSK (Hanyu Shuiping Kaoshi) Chinese Proficiency Test - Passed Level 4
Beijing, China
- Bachelor of Science: Business Administration
Towson University - Baltimore, MD