Mitch Graw

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Professional Summary

- Technical writer, project manager, and business analyst with 10+ years of experience in leading developer and no-code documentation, eliciting requirements, and using tools to work with modern data.
- Clear, engaging, meticulous SEO content writer, UX writer, and copy editor. Gained precision by proactively seeking feedback.
- Developer support engineer passionate about creative problem solving with new tech. Studied external and internal developers.

Skills

- **Owning UX through documentation:** Adapted priorities to write and maintain documentation, UX copy, and technical marketing content for rapidly evolving products.
- **Distilling complex ideas:** Translated technical information into no-code API integration tutorials, code-heavy developer guides, API references, and conceptual content.
- **Methodical storytelling:** Analyzed and adapted craft elements in model content, style guides, and competitors' content. Proactively sought feedback to fill content gaps. Reduced iterations with docs as code and self-service resources.
- **Collaboration:** Writing partner with engineering, marketing, support, and leadership. Aligned and accelerated teams.
- **Code examples and sample apps:** OpenAPI, AWS, Hyper-V, Docker, Node, Java, C#, Python.
- **Docs as code:** Markdown, GitHub, HTML, XML, Bash, pwsh, MkDocs, Redocly, Visio.

Work Experience

Asteria Corp., Technical Writer

10/2018 – 6/2023 | Tokyo, Japan

- Relocalized the English documentation for Warp, a no-code data integration platform.
- Retranslated keywords from Japanese and "translated" technical information into a new documentation view based on DITA topic types.
- Wrote blog-like articles that fleshed out the new guides and explored real-world scenarios.

CData Software, Technical Writer

9/2013 – 10/2018 | Chapel Hill, NC

- Helped drive CData's ascent to an industry leader as their first technical writer.
- Edited CData's global engineering teams and wrote templates that accelerated first drafts.
- Coordinated localization for CData Japan.
- Tested products in development and reproduced customer issues, then wrote articles.
- Independently wrestled with and wrote 100+ integration guides to major analytics tools, data warehouses, SDKs, EAS, etc.
- Optimized content maintenance and implemented an SEO solution with templating and a static site generator—generated 1000+ articles for users' exact tools.

Education

Univ. of Southern California

8/2006 – 5/2011 | Los Angeles, CA

- BA in Creative Writing.
- Read like a writer and workshopped with kind, craft-based feedback.