

# CRAIG FRAYNE

✉ [craigfrayne@gmail.com](mailto:craigfrayne@gmail.com) | [in](#) | [G+](#) | [portfolio](#) | ☎ +1 647 270 3274

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## Profile

- Technical writing & communication professional with a successful track record in start-up, corporate, academic, public sector, and non-profit contexts
  - Programming skills in Python (Pandas, NumPy, Scikit-learn) and Javascript (jQuery, D3.js); full stack (LAMP) implementation experience; exposure to R, Java, and Matlab
  - PhD with a versatile and interdisciplinary academic background combining engineering, natural and social sciences; effective researcher and writer with peer-reviewed publications
  - Instructional design and course development experience in post-secondary, community service, corporate, and ESL settings
  - Portfolio includes graphic design, UX writing & design, typography (incl. LaTeX), interaction design, web development, and data visualization
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## Experience

### API Technical Writer

*About You SE & Co. KG*

February 2022 – Present

*Hamburg, Germany*

- Developing and maintaining multilingual, customer facing web documentation (using Node.js) on the use of the Scayle e-commerce platform
- Explaining technical content, including API specifications and system architecture, in an accessible, user-friendly manner
- Creating written and visual content including architecture diagrams, data flowcharts, web UX design, and user guides
- Collaborating across multiple teams to gather requirements, track product updates, and incorporate changes into documentation

### Project Manager

*DigitalEd*

May 2018 – November 2020

*Waterloo, Canada*

- Technical account management, training/onboarding users, and collaborating with instructors/authors to create digital learning content for higher-ed STEM
- Developing internal Python scripting tools to automate processes and tasks related to content authoring and quality control
- Consulting on internal projects and strategic initiatives, including providing subject matter expertise on open source tools, integrating third-party JavaScript apps, and interaction design
- Implemented Atlassian JIRA for project management; oversaw the adoption of Kanban workflow based on Agile principles
- Automated project reporting, budget tracking, and metrics using customized Google Scripts

### Engineering Editor & Data Analyst

*Microsoft Research & Maluuba (acquired Feb. 2017)*

May 2016 – Apr 2018

*Montreal, Canada*

- Prepared and edited large data sets to be used for product development (Android application) as well as research projects (artificial intelligence)
- Managed data collection through written instructions, quality control, and design of an online crowd-sourcing platform using HTML/CSS/Javascript
- Tested product quality and logged errors using JIRA
- Developed Python scripts and Jupyter Notebooks to enhance data quality, visualize data, and improve the workflow
- Managed contractors through budget tracking, project scheduling, and quality control guidelines

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## Freelance Experience

### Technical Writing, Design, & Web Development

August 2014 – Present

*Palabra Technical (Freelance)*

Ontario, Canada

- Full stack development, JavaScript programming, graphic design, technical writing, ux writing, digital media
- Math & science interactivity, research, and visualization for clients in digital publishing and higher education
- Consulting clients on open source tools as well as project design and delivery

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## Education

### Technische Universität Bergakademie Freiberg

Saxony, Germany

*PhD, Faculty of Economics*

- focus: applied linguistics and intercultural communication
- dissertation: “Language games and nature: a corpus-based analysis of ecological discourse”
- summa cum laude

### Bauhaus-Universität Weimar

Thuringia, Germany

*MSc, Environmental Engineering & Management*

- dissertation: “Systems analysis of power and water cogeneration”

### University of Waterloo

Ontario, Canada

*Graduate Studies, Geomatics*

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## Professional Development, Certifications & Memberships

**Certifications:** *Ecology Conservation & Management (Ducks Unlimited), International Public Sector Accounting Standards (CIPFA), Project Management Professional (PMI)*

**Professional Memberships:** *Association for Computing Machinery (ACM), Canadian Industrial Heritage Centre (CIHC), International Communication Association (ICA), Project Management Institute (PMI)*

**Professional Dev.:** *Project Management (Coursera Specialization), Digital Manufacturing and Design (Coursera Specialization), Nanobiotechnology (Grad. Certificate, TU Kaiserslautern)*

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## Skills

**Languages:** Python, SQL, JavaScript, Java, PHP, HTML/CSS, R, Matlab

**Libraries:** pandas, plotly, numpy, scikit-learn, folium, scipy, SPy, d3.js

**Human Languages:** native English speaker; professional experience in French, German, and Spanish language environments

**Project Management Tools:** MS Project, Jira/Confluence, Clickup

**Design Tools:** Adobe Creative Suite, Autodesk Fusion

**Developer Tools:** Jupyter Notebooks, Google Colaboratory, GitHub, Google Cloud Platform