

# Maximillian V. Phillips

Dallas, TX — max@maxvphillips.com — maxvphillips.com

## SKILLS

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- **Documentation & Content Strategy:** Information Architecture (IA), Component-Based Content, User Journey Mapping, Style Guides, AI-Assisted Workflows, Amplitude, User Research
- **Docs-as-Code & Development:** MDX/Markdown, Git, Astro, HTML/CSS, Python, TypeScript
- **Infrastructure & DevOps:** OpenAPI/REST APIs, Terraform, Docker, CI/CD Pipelines, Linux/CLI

## EXPERIENCE

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### Technical Writer

January 2023 – Present

Cloudflare • Remote

- Unified enterprise Zero Trust docs and product user experience by leading data-driven IA strategy for 7-person writing team, migrating 600+ docs pages and clarifying 1,000+ UI instructions.
- Reduced manual writer maintenance overhead by developing automated screenshot system with Cloudflare Browser Rendering and Workers AI to detect product changes and update docs.
- Manage internal and community contributions to open source Cloudflare Docs site, triaging 100+ monthly pull requests to make consistent content decisions with cross-functional partners.

### Tech Writer Intern

May 2022 – August 2022

Cloudflare • Remote

- Authored documentation for Argo Smart Routing to serve 3M+ unique monthly visitors.
- Improved user experience across product docs by implementing extensible Hugo site components.
- Promoted accessibility and inclusion by advocating for refined language and site improvements.

### Research Assistant

October 2021 – December 2022

Pitt Computational Social Dynamics Lab • Pittsburgh, PA

- Established documentation standards and style guidelines for research team to ensure consistent data interpretation across 5+ researchers.

### Endpoint Technician

October 2021 – December 2022

University of Pittsburgh Information Technology • Pittsburgh, PA

- Coordinated 16-person IT staff to deploy critical information systems infrastructure in accordance with industry standards for 200+ academic institution members.

## AWARDS

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### Best Unified Enterprise Developer Portal

November 2025

DevPortal Awards • Cloudflare Developer Docs

## EDUCATION

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### Bachelor of Science, Digital Narrative and Interactive Design

December 2022

University of Pittsburgh • Summa Cum Laude