Maximillian V. Phillips

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SKILLS

- **Content Strategy & UX:** Content Analytics, Information Architecture, Journey Maps, Style Guides
- **Docs-as-Code & Development:** MDX/Markdown, Git, Astro, HTML/CSS, TypeScript, Python
- **Tools & AI Workflows:** AI Prompt Engineering, Amplitude, Figma, Jira, Confluence, Miro

EXPERIENCE

Technical Writer   *January 2023 - Present*
Cloudflare • Remote

- Serve as the primary point-of-contact for the developer documentation channel, fielding input from cross-functional partners across the entire organization to streamline feedback and maintain.
- Developing AI-powered automation to detect dashboard changes and update screenshots and videos in documentation to reduce manual maintenance overhead.
- Led team of 7 writers to update 1000+ docs pages to create a unified, data-driven user experience between the docs and product area.

Tech Writer Intern   *May 2022 - August 2022*
Cloudflare • Remote

- Authored new technical documentation for web performance product to serve three million monthly unique visitors.
- Implemented extensible Hugo site components to unify user experience across product docs.
- Advocated for refined language and site features to promote accessibility and inclusion.

Endpoint Technician   *October 2021 - December 2022*
University of Pittsburgh Information Technology • Pittsburgh, PA

- Troubleshot and resolved software, hardware, and networking issues for over 200 end users.
- Deployed critical information systems infrastructure in accordance with industry standards.
- Coordinated with team of 16 staff members to identify effective IT solutions.

Research Assistant   *October 2021 - December 2022*
Pitt Computational Social Dynamics Lab • Pittsburgh, PA

- Investigated impact of mass media and social media on regional civic action in the US.
- Instituted guidelines for consistent interpretation of language between researchers.
- Produced introductory video to showcase interactive policy tracking system.

AWARDS

Best Unified Enterprise Developer Portal   *November 2025*
DevPortal Awards • Cloudflare Docs

- Drove the unified enterprise user experience for Cloudflare One documentation.

EDUCATION

Bachelor of Science, Digital Narrative and Interactive Design   *December 2022*
University of Pittsburgh • Summa Cum Laude