

Michael Sharber

Technical Writer of Data-driven Documentation

Murfreesboro, Tennessee

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EXECUTIVE SUMMARY

Technical writer with 2 years of experience in software and networking, helping makers develop their support documentation and advocate for better user experience. Soon to be CompTIA A+ certified.

EXPERIENCE

OpenBoxes

Junior Technical Writer | August 2023 – January 2024

- Consulted stakeholders to define documentation, process, and contribution requirements.
- Created an API authentication guide that improved user autonomy and contributed to the product uptake.
- Compiled and edited a glossary of terms that reduced miscommunication, rework, and error.

Understanding JSON Schema

Junior Technical Writer | May 2023 – August 2023

- Wrote best practices for the famously confusing ``unevaluatedItems`` keyword, demonstrating correct JSON schema structure for the most common use cases. Ended Slack and GitHub questions about it.
- Interviewed and collaborated with developers and support to tailor documentation based on the audience.
- Quickly learned and used Docker, code validation tools, Git, and reStructuredText.

Taming Your Tech

Content Manager | March 2021 – December 2022 | [Archive](#)

- Planned, researched, and wrote weekly 1,000-word blog articles, as well as weekly email newsletters.
- Composed two 80-page e-books, three 10-page white papers, and three one-page reference guides.
- Designed and wrote Pinterest, Instagram, and Reddit posts to promote content, traffic, and audience Q&A.
- Habitually edited for up-to-dateness, conciseness, accuracy, and improvements based on reader feedback.
- Broke down complex subject matter from scientific papers into actionable, easy-to-understand tutorials.
- Optimized findability and readability. Used best practices for SEO, metadata, and user experience.
- Managed daily goals to ensure timely delivery of content with competing deadlines.

FedEx Ground

Package Handler & safety committee member | June 2017 – November 2022

- Trained new hires on productivity, inventory, technical, and safety standards. Helped reduce frustration, churn, and safety incidents. Explained custom SOPs in jargon-less, audience-focused language.
- Established bespoke plans for helping drivers expect desired solutions, thus reducing time to customer satisfaction, frustration, and churn. Updated based on feedback and evolving metrics.

EDUCATION

Bachelor of Arts (English, Japanese double-major) Middle Tennessee State University (Murfreesboro, TN), 2015

Additional relevant education:

- [Certified Technical Writer](#) - Technical Writer HQ (*February 2023*)
- [CompTIA A+ Networking Certification](#) - CompTIA (*in progress*)
- [Microsoft Azure Fundamentals Certification](#) - Microsoft (*in progress*)

TECHNICAL SKILLS

Computer skills: MadCap Flare, XML-based structured content authoring, Visio, SharePoint, HTML, CSS, Visual Studio Code, Markdown, Git / GitHub, MS Office, Google Workspace, information architecture, Confluence, Jira, SnagIt, Canva, Adobe InDesign, Adobe Illustrator, Adobe Acrobat, Microsoft Writing Style Guide, agile SDLC, docs-as-code, Swagger API, Stoplight Studio, Postman, cURL, Docker, Azure DevOps, Wordpress