

Michael Sharber

Technical Writer — IT and Manufacturing Documentation

Murfreesboro, Tennessee

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EXECUTIVE SUMMARY

Technical writer with 2 years of experience in IT, supply chain, and data science, helping creative engineers develop their support documentation and advocate for improved user experience.

EXPERIENCE

OpenBoxes

Volunteer Technical Writer | August 2023 – present

- 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

Volunteer Technical Writer | May 2023 – June 2023

- Wrote a tutorial for the infamously confusing ``unevaluatedItems`` keyword, demonstrating correct JSON schema structure for the most common use cases. Slack and GitHub questions surrounding it stopped.
- Interviewed and collaborated with two developers and a support agent, crystallizing these use cases.
- Used Docker, code validation tools, Git, and reStructuredText.

Taming Your Tech

Content Manager | March 2021 – December 2022

- 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.
- 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 usability for the knowledge base. Used best practices for SEO and user experience.
- Managed daily goals to ensure timely delivery of content with competing deadlines.

PROFESSIONAL DEVELOPMENT

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

Additional relevant professional development:

- [Certified Technical Writer](#) - Technical Writer HQ (*February 2023*)
- [Writing with Flair](#) - Shani Raja, Udemy (*December 2022*)
- [Introduction to Computer Networks](#) - Alton Hardin, Udemy (*in progress*)
- [Microsoft Azure Fundamentals Certification](#) - Microsoft (*in progress*)

TECHNICAL SKILLS

Computer skills: AutoCAD, Google Suite, Microsoft Office Suite, SharePoint, draw.io, LucidChart, structured authoring, DITA XML, information architecture, Chicago Manual of Style, technical drawings, Adobe InDesign, Adobe Illustrator, Adobe Acrobat, Confluence, Jira, SnagIt, Camtasia, Canva, Wordpress, HTML / CSS, Bootstrap, JSON, SQL (half), Git / GitHub, Markdown, Swagger API, Postman, cURL, Camtasia, AWS, Docker