Michael Sharber

Technical Writer of Data-driven Documentation

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EXECUTIVE SUMMARY

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

EXPERIENCE

OpenBoxes

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

Technical Writer | May 2023 – June 2023
- Wrote best practices for the infamously confusing ``unevaluatedItems`` keyword, demonstrating correct JSON schema structure for the most common use cases. Slack and GitHub questions about 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.
- 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.

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: HTML, CSS, Markdown, Bootstrap, Git / GitHub, PostgreSQL, Azure DevOps, information architecture, structured authoring, agile SDLC, docs-as-code, Docker, Swagger API, Postman, cURL, Google Suite, Microsoft Office, Adobe InDesign, Adobe Illustrator, Adobe Acrobat, Microsoft Writing Style Guide, flowcharts, Confluence, Jira, SnagIt, Canva, Wordpress