Nathan K. Laux

nathan.k.laux@gmail.com
314-327-2707
www.natelaux.com

I am a technical writer with a background in philosophy and a long history of transforming complex ideas into clear, accessible prose. Throughout my career, I have exhibited adept writing, thorough yet empathetic editing, strong research capabilities, along with outstanding collaboration and soft skills.

SKILLS & TOOLS

Hard Skills – Technical Writing & Editing, API & Developer Documentation, Product Documentation, Research, Teaching

Soft Skills – Problem Solving, Emotional Intelligence & Empathy, Logic & Critical Thinking, Self-awareness & Adaptability, Attention to Detail, Time Management

Tools – Python, SQL, HTML & CSS, CLI, Git & GitHub, Markdown, AsciiDoc, reStructuredText, OpenAPI Specification, JSON, YAML, XML, Postman, SnagIt, docs-as-code tooling & frameworks, SSGs like Hugo, Gatsby, & Docusaurus

RELEVANT WORK EXPERIENCE

Senior Technical Writer   **Mar. 2021 – Present**
Chainalysis   *Remote*
- Develop and maintain product documentation for a suite of API and non-API products
- Write and test Python scripts, create tutorials, and provide clear code examples for developers
- Utilize web development skills and tools for documentation enhancement, including custom CSS, HTML, webpage redirects, Google Analytics implementation, and automation using GitHub Actions
- Ensure documentation adheres to a coherent information architecture and follows organization's style guide
- Collaborate effectively with Product, Engineering, Design, and Marketing teams to deliver accurate and comprehensive content
- Interview candidates and mentor junior technical writers to strengthen the documentation team

Technical Writer   **Nov. 2020 – Mar. 2021**
Naviga (contract)   *Remote*
- Developed and maintained both product and developer documentation, catering to diverse user needs
- Collaborated with a global team of subject matter experts, conducting interviews in both synchronous and asynchronous formats to gather accurate information
- Implemented and managed docs-as-code tooling to streamline documentation processes and improve efficiency

Technical Writer   **Jan 2019 – Mar. 2021**
Contract   *Remote*
- Developed a comprehensive tutorial on using Hugo and GitHub Pages for website deployment, covering installation, configuration, and best practices
- Seamlessly integrated an API into OpenAPI Specification using Stoplight Studio, enhancing documentation quality and usability
- Crafted sample API reference documentation, ensuring clarity and accuracy to assist developers in integrating the API effectively
- Designed and created informative flowchart diagrams to visually explain complex processes and workflows

- Authored user guides with step-by-step instructions, use case examples, and troubleshooting tips to improve user experience and product adoption

EDUCATION

Covenant Theological Seminary   **January 2019**
MA, Philosophy and Religious Studies   *St. Louis, MO*
- Carried out self-directed research; conceived of, gathered data, and planned structure of a complex research subject

Biola University   **May 2013**
BA, Philosophy and Religious Studies   *Los Angeles, CA*

PROFESSIONAL DEVELOPMENT

- **Become a Technical Writer** – Completed, July 2019
  - Earned certificate in an intensive "boot-camp" style course, taught by a distinguished technical writer
  - Configured and used easyDITA, LucidChart, Snagit, Canva, Confluence, Salesforce, and a customized MS Word template
  - Deployed the latest tools and techniques for writing and editing with a special emphasis on writing procedures
  - Created a sample Salesforce user guide, a Salesforce flowchart diagram, and a public notice poster

- **Python for Everybody**, University of Michigan (Coursera) – Completed, August 2020
  - Developed programs to gather, clean, analyze and visualize data
  - Scraped, parsed, and read web data as well as accessed data using web APIs in HTML, XML, and JSON data formats
  - Used SQLite3 database to gather and visualize data

- **Documenting APIs**, I'd Rather Be Writing – Completed, August 2020
- **learningDITA**, easyDITA – Completed, October 2020
- **Ultimate MySQL Bootcamp**, Udemy – Completed, October 2020
- **Learn Swagger and the Open API Specification**, Udemy – Completed, October 2020
- **Automate the Boring Stuff with Python**, Al Sweigart, Udemy – Completed, October 2020
- **Professional Editing**, Pasadena City College – Completed, March 2020
- **Technical Writing**, Coursera – Completed, July 2020