Nathan K. Laux

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I am a technical writer with a unique background in philosophy, specializing in blockchain and developer documentation. My expertise lies in converting complex concepts into easy-to-understand content, which I apply through rigorous research and cross-departmental collaboration. My approach to documentation is always user-focused, aiming to improve product usability and customer satisfaction.

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 comprehensive documentation for blockchain API and UI products, catering to both public and private sector customers.
- Author and test Python scripts, craft step-by-step tutorials, and deliver developer-friendly code snippets within a docs-as-code environment.
- Utilize custom JavaScript, CSS, and HTML to enhance user experience of documentation website.
- Develop sensible information architecture and organizational style guide standards to ensure coherent and consistent documentation.
- Collaborate 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   **Jan. 2022 – June 2022**
Alchemy (contract)   *Remote*
- Crafted comprehensive documentation targeted at web3 developers, simplifying the complexities of dApp construction on various blockchain platforms.
- Conducted hands-on testing of web3 dApps, generating insights that informed and enhanced the quality of documentation for developers building on blockchain technologies.
- Harmonized documentation across multiple contributors by editing for consistent tone, voice, and style, ensuring a unified and professional user/reading experience.

Technical Writer   **Jan 2019 – Mar. 2021**
Naviga (contract)   *Remote*
- Developed, managed, and streamlined documentation across diverse projects, leveraging tools like Hugo, GitHub Pages, and Stoplight Studio to improve usability and technical depth.
- Collaborated closely with global teams and subject matter experts, integrating docs-as-code tooling and ensuring content alignment with organizational best practices, API specifications, and user needs.

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