Paul J. Williams

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SUMMARY

I have over ten years' experience in technical, academic, and legal writing. I excel in cross-functional collaboration, project management, and quickly learning new technologies. As a technical writer, I've worked primarily on cloud computing, containerization, and orchestration technologies. My expertise lies in docs-as-code tooling, API documentation, and maintaining large and complex documentation sets, with a passion for information architecture and user experience.

PROFESSIONAL EXPERIENCE

Technical Writer, Mirantis

OCTOBER 2020 - PRESENT

- Maintain approximately three thousand pages of technical documentation for three interrelated containerization (Mirantis Container Runtime), orchestration (Mirantis Kubernetes Engine), and image registry (Mirantis Secure Registry) software products across two minor versions for each product.
- Use reStructuredText, Sphinx, Gerrit, and Jira to manage the documentation site over a total of four repositories and seven active branches.
- Add new conceptual, reference, and procedural documentation topics with every minor release, and sometimes with patch releases, in collaboration with SMEs and technical writers working on multiple teams.
- Restructuring approximately three thousand pages of documentation, inherited from a company merger, to adhere to the *IBM Style Guide*, OpenStack style guide, and Mirantis documentation team best practices.
- Triage and work multiple documentation bug fix tickets on a weekly basis.
- Draft and publish release notes every four to six weeks for three software products across two minor versions for each product.

Technical Writer, Freelance (and student projects)

MARCH 2020 - OCTOBER 2020

- Generated conceptual and reference documentation for the 253 Apache CloudStack API requests used by the cloud services platform, sidescale.com. Published with Slate and GitHub Pages. Used JavaScript to convert reference documentation from JSON to Markdown.
- Created three OpenAPI definitions using YAML in the Swagger Editor, and published by embedding Swagger UI in a Jekyll site hosted on GitHub Pages. Two of the definitions were for fictitious APIs, and the third was a reworking of the Stripe usage records endpoints.
- Created tutorials using Markdown on various technical topics published at dev.to/pauljwil. Tutorials include: "Basic Markdown Tutorial," "Linking to CSS and JavaScript in an HTML File," and "Connect GitHub Pages to Your Namecheap Domain."
- Built a website to showcase my technical writing portfolio at pauljwil.com using Jekyll, Git, GitHub Pages, Markdown, HTML, CSS, YAML, and Liquid.

Brand Protection Specialist, PopSockets

MAY 2018 - AUGUST 2020

- Co-created hundreds of legal documents including demand letters, settlement agreements, and B2B communications, implementing a system for content re-use.
- Composed intellectual property investigation instructions for 22 investigative firms within two weeks of beginning my role, with no prior knowledge of intellectual property or the consumer electronics accessories industry.
- Honed my project management skills coordinating complex commercial intellectual property investigations with a team of 22 private investigators located throughout the U.S.
- Reduced investigator contracting fees by over $100k in my first year.
- Co-created billing instructions for investigative and legal firms located throughout the world.
- Drafted numerous business proposals, request for proposals, request for quotes, and monthly metrics reports.
- Created and maintained role-based playbook to cross-train legal team on core responsibilities.
- Represented legal department on company Slack workspace for all company-wide intellectual property questions and conversations.

Private Lessons and Tutoring, Self-Employed

SEPTEMBER 2013 - APRIL 2018

- Created study aids including sheet music, tablature, diagrams, quizzes, and reference materials.
- Taught weekly private music lessons for students on guitar, electric bass, music theory, and music composition.
- Tutored high school and community college students in English, History, Philosophy, Religious Studies, and Music Theory.
- Maintained an average of 24 students at any given time.

Graduate Teaching Assistant, University of Texas at Austin

AUGUST 2010 - JUNE 2013

- Produced weekly class presentation slides and designed essay prompts, quizzes, and exams.
- Held weekly discussion sessions for undergraduate courses in Philosophy, Ethics, and Religious Studies, developed lesson plans, held office hours, and graded papers and exams.
- Presented at numerous professional conferences, published a book review in a major academic journal, and completed dissertation prospectus.

Graduate Teaching Assistant, San Francisco State University

AUGUST 2009 - JULY 2010

- Produced weekly class presentation slides and designed essay prompts, quizzes, and exams.
- Held weekly discussion sessions for undergraduate courses in Critical Thinking and Philosophy, developed lesson plans, held office hours, and graded papers and exams.
- Completed a masters thesis and graduated with distinction.

SKILLS

Technical Writing, Instructional Design, Docs as Code, REST API Documentation, Agile, Scrum, Editing, Research, Project Management, Content Marketing, User Research, Information Architecture, Content Strategy, Data Visualization, Teaching, Training, Public Speaking, Intellectual Property, SEO

TOOLS

Markdown, reStructuredText, HTML, CSS, JavaScript, Python, MySQL, XML, JSON, YAML, Liquid, Git, Gerrit, GitHub, Sphinx, Jekyll, Eleventy, Netlify, GitHub Pages, OpenAPI Specification, Swagger, Jira, Confluence

EDUCATION

Ph.D. Candidate (ABD), Philosophy, University of Texas at Austin

AUGUST 2010 - JUNE 2013

Master of Arts, Philosophy, San Francisco State University

AUGUST 2007 - MAY 2010

Bachelor of Music, Composition, San Francisco State University

AUGUST 2000 - MAY 2004

ADDITIONAL COURSES

- **Docker Containerization Essentials**, Mirantis – Completed, March 2021
- **Learn Swagger and the Open API Specification**, Udemy – Completed, August 2020
- **Web Development**, Codecademy – Completed, June 2020
- **Documenting APIs**, I'd Rather Be Writing – Completed, June 2020
- **Technical Writing One and Two**, Google – Completed, March 2020
- **Ultimate MySQL Bootcamp**, Udemy – Completed, November 2019
- **User Research**, Coursera – Completed, April 2018
- **Python for Everybody**, Coursera – Completed, April 2018