Paul Grote

Technical Communicator | Austin, TX

paulgrote@outlook.com • paulgrote.com • linkedin.com/in/paul-grote

Summary

As a technical communicator with over 8 years of experience in software product documentation, I create user goal-focused content for technical audiences. In addition to creating new feature documentation for test engineers, software developers, and system administrators, I have conducted content improvement projects to increase usability and maintenance of existing documentation. My primary authoring tool has been DITA XML, both in a CCMS and a docs-as-code environment. Based in Austin, Texas, I have a history of productive collaboration with on-site and remote teams.

Experience

Oracle

2024-2025 • Senior User Assistance Developer

- Authored task-based content for NetworkManager, DHCP, and web console components of Oracle Linux
- Used AI tools (Oracle Code Assist) to aid in content research, brainstorming, and first draft generation
- Updated systemd, networking, and KVM storage configuration content to improve organization and adherence to DITA markup standards
- Evaluated the feasibility of upgrading documentation from the DITA 1.2 to 1.3 specification to take advantage of newer content reuse mechanisms, including keyscopes and branch filtering
- Reviewed, tested, and updated Oracle Linux 9 content for validity and publication with the initial Oracle Linux 10 release
- Handled the publishing process for tutorial content in Markdown files, applying the proper metadata to produce intended web output

National Instruments

2017-2023 • Senior Technical Writer

- Established documentation plans and schedules in coordination with product owners, engineering managers, and lead software engineers
- Conducted research on new products and features by interviewing software engineers, studying feature specifications, and testing pre-release software
- Authored procedural, conceptual, and reference content about new software features for an audience of test developers
- Collaborated with technical and peer reviewers in a docs-as-code environment to publish quality technical information

- Audited legacy documentation and performed incremental improvements to information architecture, writing style, and publishing efficiency

Neverfail

2016 • Associate Technical Writer

- Authored user and administrator guides for cloud management platform and remote desktop service
- Authored documents using DITA XML and customized the DITA-OT for PDF and WebHelp outputs
- Deployed and networked virtual machines in VMware vSphere to test procedures

Zenoss

2013 • Technical Writer Intern

- Converted company's existing XML documentation from DocBook to DITA specification
- Edited and formatted release notes for a customer deployment

Skills

Category	Details
Content Creation	Structured Authoring • Information Architecture • Editing • Proofreading
Markup Languages	DITA XML • HTML/CSS • Markdown
Authoring Tools	oXygen XML Editor • XMetaL XML Editor • Tridion Docs
Version Control	Git • Subversion • Perforce
System Administration	Linux (RHEL and derivatives) • systemd • NetworkManager
DevOps	GitHub • GitLab • Azure DevOps
Scripting and Programming	Python • bash
Virtualization	KVM, QEMU, libvirt • VirtualBox • Hyper-V • VMware
Productivity	Confluence • LucidChard
Project Management	Agile/Scrum • Jira • Trello

Education

University of North Texas • Denton, TX • Bachelor of Music in Jazz Studies

Austin Community College • Austin, TX • Certificate in Business and Technical Communication