

Paul J. Williams

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SUMMARY

I'm a software developer and writer with two years' development experience and over 10 years' experience in technical, academic, and legal writing. For the last year, I've been informally interning on the Mirantis Secure Registry development team, where I've worked on numerous bug fixes and two new features. As a technical writer, I've focused primarily on cloud computing, containerization, and orchestration technologies.

PROFESSIONAL EXPERIENCE

Software Developer, Mirantis

MARCH 2022 - PRESENT

- Design and implement new features using Golang for Mirantis Secure Registry (MSR) and Mirantis Migration Tool (MMT) that collect software usage metrics for company and customer consumption. Building a Prometheus exporter for MSR, and completed a telemetry feature for MMT that sends usage metrics to segment.com, which then routes the metrics back to a Looker dashboard.
- Complete bug fixes for MSR and MMT, including the introduction of context into RethinkDB functions throughout the codebase, logging improvements, adding expected functionality to command line operations, fixing HTTP errors that MSR endpoints return, and removing unused endpoints.
- Test software changes using AWS EC2 instances, Kubernetes, Helm, k0s, Docker Desktop, and internal Mirantis tooling.
- Participate in development team PR review process.
- Attend daily standups, sprint planning, retrospective, and ticket grooming sessions, PRD and design document review meetings, and one-off team troubleshooting and brainstorming sessions.

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

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.

Brand Protection Specialist, PopSockets

MAY 2018 - AUGUST 2020

Private Instruction and Tutoring, Self-Employed

SEPTEMBER 2013 - APRIL 2018

Graduate Teaching Assistant, University of Texas at Austin

AUGUST 2010 - JUNE 2013

Graduate Teaching Assistant, San Francisco State University

AUGUST 2009 - JULY 2010

SKILLS

Software Development, Agile, Technical Writing, Docs as Code, REST API Documentation, Editing, Project Management, User Research, Information Architecture, Content Strategy, Teaching, Cross-functional Collaboration

TOOLS

Golang, Python, Docker, Kubernetes, Git, GitHub, Gerrit, reStructuredText, Sphinx, Jira, Confluence, OpenAPI Specification, AWS, Prometheus, Helm

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

- **Programming with Google Go Specialization**, Coursera – Completed, April 2022
- **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