Paul J. Williams

Versatile technical writer and software developer with a strong track record of delivering high-quality documentation and code. I bring extensive experience in writing within a Docs-as-Code environment and possess expertise in cloud computing, containerization, and orchestration technologies. With advanced skills in Golang development and Python scripting, comprehensive technical documentation management, and effective collaboration with cross-functional teams, I am eager to contribute to an innovative, collaborative, and agile environment.

PROFESSIONAL EXPERIENCE

Technical Writer, Mirantis

OCTOBER 2020 - PRESENT

- Maintained and contributed to approximately three thousand pages of technical documentation across multiple containerization, orchestration, and image registry products.
- Used reStructuredText, Sphinx, Gerrit, and Jira to effectively manage the documentation site, ensuring accuracy and consistency across multiple repositories and branches.
- Collaborated with subject matter experts and technical writers from various teams to create new conceptual, reference, and procedural documentation topics with each product release.
- Automated the editing process of lengthy and repetitive documentation changes by developing Python scripts, improving efficiency and accuracy.
- Successfully restructured a comprehensive documentation repository of approximately three thousand pages, inherited from a company merger. Ensured adherence to industry-standard IBM Style Guide and Mirantis documentation team best practices, improving consistency, clarity, and usability of the documentation.
- Actively triaged and resolved multiple documentation bug fix tickets on a weekly basis, demonstrating a meticulous attention to detail and a proactive approach to addressing documentation issues.
- Drafted and published release notes every four to six weeks for three software products across two minor versions for each product.

Software Developer, Mirantis

MARCH 2022 - PRESENT

- Developed a Prometheus exporter for Mirantis Secure Registry, leveraging extensive querying of RethinkDB to provide robust monitoring capabilities.
- Implemented a telemetry feature for Mirantis Migration Tool, enabling the collection and analysis of usage metrics using segment.com.
- Resolved bugs in MSR and MMT, including the introduction of context into RethinkDB functions, logging enhancements, and fixing HTTP errors in MSR endpoints.
- Conducted thorough testing of software changes using AWS EC2 instances, Kubernetes, Helm, Docker Desktop, and internal Mirantis tooling.
- Utilized strong writing skills to contribute to internal documentation, PRDs, design docs, tickets, and code comments, ensuring clear and comprehensive project documentation.
- Actively participated in agile processes, including daily standups, sprint planning, retrospective, ticket grooming, and collaborative troubleshooting sessions.

Technical Writer, Freelance

MARCH 2020 - OCTOBER 2020

- Generated comprehensive conceptual and reference documentation for the 253 Apache CloudStack API requests used by a cloud services platform.
- Published with Slate and GitHub Pages, using JavaScript to convert reference documentation from JSON to Markdown.

Brand Protection Specialist, PopSockets

MAY 2018 - AUGUST 2020

- Co-created legal documents (demand letters, settlement agreements, B2B communications) and implemented content re-use system for improved efficiency.
- Composed intellectual property investigation instructions for 22 firms within two weeks, despite no prior knowledge of IP or consumer electronics accessories industry.
- Coordinated complex commercial IP investigations with a team of 22 private investigators nationwide, showcasing strong project management skills.
- Achieved cost savings of over $100k in first year by negotiating investigator contracting fees.
- Developed billing instructions for investigative and legal firms worldwide, streamlining invoicing processes.
- Drafted business proposals, RFPs, RFQs, and monthly metrics reports, delivering high-quality and persuasive documents.
- Created and maintained role-based playbook to cross-train legal team on core responsibilities, fostering team collaboration and knowledge sharing.
- Represented legal department on company Slack workspace, providing expertise and guidance on company-wide IP matters.

ADDITIONAL EXPERIENCE

- **Private Instruction and Tutoring**, Self-Employed
- **Graduate Teaching Assistant**, University of Texas at Austin
- **Graduate Teaching Assistant,** San Francisco State University

SKILLS

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

TOOLS

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

EDUCATION

- **Ph.D. Candidate (ABD), Philosophy**, University of Texas at Austin
- **Master of Arts, Philosophy**, San Francisco State University
- **Bachelor of Music, Composition**, San Francisco State University

ADDITIONAL COURSES

- **Docker Containerization Essentials**, Mirantis
- **Learn Swagger and the Open API Specification**, Udemy
- **Web Development**, Codecademy
- **Documenting APIs**, I'd Rather Be Writing
- **Technical Writing One and Two**, Google
- **Ultimate MySQL Bootcamp**, Udemy
- **User Research**, Coursera
- **Python for Everybody**, Coursera