

Paul J. Williams

Versatile technical writer and software developer with an excellent 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 managed approximately three thousand pages of technical documentation across multiple containerization, orchestration, and image registry products.
- Utilized 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 (SMEs) 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.
- Revitalized the company API documentation by migrating from Swagger to Redoc to enhance the overall presentation.

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.

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.

ADDITIONAL EXPERIENCE

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

EDUCATION

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