Paul Williams

Skilled information architect, content engineer, and technical communicator with expertise in documentation tooling, automation, content reuse, and enterprise software technical writing. Strong domain knowledge in cloud-native computing, developer documentation, and scalable content systems.

PROFESSIONAL EXPERIENCE

Senior DITA Information Architect, Splunk, a Cisco company

JANUARY 2025 - PRESENT

– Led the migration of two enterprise documentation sets from legacy platforms to a DITA-based CCMS, designing Python automation that delivered tens of thousands of topics with minimal need for manual revision.

– Developed scalable migration processes, including automated DITA map creation, a version diff tool that uploads only changed topics to new branches, and resource ID-based linking via XSLT transforms to ensure reliable cross-publication navigation.

– Established reporting and observability systems, such as daily metadata quality reports, Slack-based deployment notifications, a GitLab mirror of the Heretto CCMS, and an XPath search plugin for advanced content querying, enabling proactive defect detection and continuous improvement.

– Advanced content governance by authoring sitemap policies, aligning staging and production environments, and instituting conditional processing and metadata management practices that increase release predictability and content reuse safety.

– Partnered with writers, editors, and external teams to coach on structured authoring, reuse strategy, and CCMS publishing workflows, delivering enablement sessions, authoring guidance, and direct support across multiple channels.

– Delivered proofs of concept for automation pipelines, including release notes automation, DITA Open Toolkit plugin development, and AI-driven content infrastructure, enabling Content Operations to define strategic requirements, accelerate engineering rollouts, and improve publishing efficiency.

– Eliminated the migration backlog by collaborating with writers and contractors to transition critical product documentation sets, unblock contributors, and fully retire legacy tooling for key offerings.

– Maintained platform resilience and operational continuity, leading communications and coordination during site outages, and training colleagues to ensure efficient team operations.

Staff Technical Writer, Splunk, a Cisco company

OCTOBER 2023 - JANUARY 2025

– Created a new release notes section in the Splunk Observability Cloud documentation, collaborating with stakeholders in Product, Engineering, Marketing, and Product Experience.

– Wrote and maintained Splunk Observability Cloud instrumentation documentation across eight programming languages, leveraging CICD pipelines to achieve consistency between engineering repositories and comprehensive reference documentation.

– Co-led a documentation team focus group on using generative AI in technical communications, spearheading discussions on optimizing documentation for LLM consumption and leveraging AI to enhance Information Experience team productivity.

– Continually improved information architecture, content discoverability, and user experience of the Splunk Observability Cloud developer portal, including the Developer Guide and API Reference.

– Contributed to open-source OpenTelemetry documentation, aligning downstream terminological choices with upstream usage trends.

– Wrote internal documentation for the Splunk Cloud operations teams, contributing to a significant decrease in the remediation of disk space usage incidents and leveraging Python and GitLab to create a monthly runbook metrics report.

Technical Writer, Mirantis

OCTOBER 2020 - OCTOBER 2023

- Contributed to and maintained approximately three thousand pages of technical documentation across multiple containerization, orchestration, and image registry products, using rST, Sphinx, Gerrit, and Jira, reducing Customer Support tickets and empowering internal teams to effectively deploy and use Mirantis Containers software.
- Participated in documentation team content strategy decisions, advocating for the creation of quick start guides, best practices content, user tutorials, and site architecture reorganization, and led efforts to set documentation standards, processes, and best practices.
- Conducted thorough testing of documentation changes and new product features using AWS EC2 instances, Kubernetes, Helm, Docker Desktop, and internal Mirantis tooling.
- Created and maintained YAML code samples used in the management of Kubernetes clusters.
- Automated the editing process of lengthy and repetitive documentation changes by developing Python and Bash scripts, improving efficiency and accuracy.
- Revitalized the API documentation for two products by migrating from Swagger to Redoc to enhance the overall presentation.
- Analyzed customer feedback to enhance product documentation at multiple stages in the release process.
- Successfully restructured a comprehensive documentation repository 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.

Software Developer, Mirantis

MARCH 2022 - OCTOBER 2023 (PART-TIME)

- 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 two Mirantis products, 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, ERDs, 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.

SKILLS AND TOOLS

- **Content Engineering**: Python, Bash, XSLT, DITA Open Toolkit, JavaScript, CSS
- **Structured Authoring**: DITA XML, Heretto, Metadata Governance, Content Strategy
- **Docs as Code**: Sphinx, reStructuredText, Git, GitHub, GitLab, OpenAPI
- **DevOps/Cloud**: Go, Docker, Kubernetes, Helm, AWS

EDUCATION

- **Doctoral studies, Philosophy**, University of Texas at Austin
- **Master of Arts, Philosophy**, San Francisco State University
- **Bachelor of Music, Composition**, San Francisco State University