

Ray Jose

10546 SE 16th Street APT B • Bellevue, WA 98004 • ray.a.jose@gmail.com | <https://www.linkedin.com/in/rayjose> | <https://github.com/rayajose>

Content creation professional with over 15 years of writing, engineering, and publishing technical information. Expertise in compiling complex information from various sources to produce clear and detailed material for target audiences. Experienced in IT, software development, aerospace, and e-commerce environments.

Technical Skills

<u>Structures/Formats</u>	<u>Code</u>	<u>API</u>	<u>Authoring</u>	<u>Development</u>	<u>Collaboration</u>
XML, JSON,YAML, SQL, HTML, Markdown	Java, C#, Perl	REST, SOAP, Swagger/OpenAPI, PostMan, cURL	Oxygen, Microsoft 360, ArborText	Eclipse, Visual Studio	Azure DevOps, GitHub, Notion, Teams

Work Experience

Senior Technical Writer <u><i>Ekaria LLPs</i></u>	Redmond, WA	05/2014 - 12/2023
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- Authored cybersecurity policies in compliance with Payment Card Industry Data Security Standards (PCI DSS).
- Maintained cybersecurity documentation for the company's network, application, system, and information security.
- Wrote e-commerce API reference documentation for access and use of product information and order placement resources.
- Created user guides, data specifications, product content analysis, and company wiki articles for e-commerce subject matter.
- Utilized structured content to successfully leverage single-sourcing and facilitate multi-channel output.

Content Architect <u><i>Volt Technical Resources</i></u>	Redmond, WA	10/2011 - 10/2013
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- Supported XML schema-to-schema conversion project for legal documents.
- Analyzed existing content to build node mappings using XPATH expressions.
- Developed and proposed schema modifications using RelaxNG XML to resolve gaps identified in the analysis.
- Created Conversion Instruction (CI) using DITA module framework.

Production Engineer <u><i>Microsoft</i></u>	Redmond, WA	04/2008 - 03/2011
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- Administered a TFS-based Content Management System used to create Windows 7 help documentation.
- Built solutions for XML content migration and data extraction using XSL and scripts.
- Developed internal tools/solutions for content creation pain points communicated by the authoring team.
- Managed localized content builds and publish jobs to Testing and Live environments in over thirty languages.

Data Analyst <u><i>Sila Solutions Group</i></u>	Seattle, WA	03/2005 - 01/2007
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- Analyzed aircraft support documents, created by various teams, using disparate systems, in various formats.
- Wrote gap analysis assessments around present to planned state of authoring systems, processes, and content format.
- Provided expertise to the content management teams for building content in S1000D XML.

Technical Publications Manager <u><i>Home Depot Supply</i></u>	Orlando, FL	03/2003 - 03/2005
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- Managed a content development team made up of writers and tools specialists.
- Delivered online help systems, training materials, and other technical documentation as required by the core business.
- Migrated from document-centric to information-centric content by leveraging XML technology.

Education

Bachelor of Art <u><i>University of Central Florida</i></u>	Technical Writing	Orlando, FL	earned: 06/1996
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