Ray Jose

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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 technical audiences. Experienced in IT, software development, aerospace, information security, and e-commerce environments.

Skills

Essentials	Structures	Code	API	Authoring	Development	Collaboration
Detail-Oriented Cross-Functional Deadline-Driven Adaptable User focused	XML/XSL HTML/CSS DITA S1000D	Java C# SQL PowerShell Perl	REST SOAP HTTP Postman	Oxygen XML Editor MS 360 ArborText Markdown	Eclipse IDE Visual Studio Code Spring Boot Git Bash	GitHub Notion Teams Azure DevOps Server SharePoint

Work Experience

Senior Technical Writer	Ekaria LLP	Redmond, WA	05/2014 - 07/2024

- Authored information security policies in compliance with Payment Card Industry Data Security Standards (PCI DSS).
- Lead the company's annual logical/physical security audits as primary point of contact and policy expert.
- Created internal response plan for identifying, managing, and recovering from cybersecurity incidents.
- Wrote e-commerce API reference documentation for product data and e-commerce resources.
- Created user guides, data specifications, product content analysis, and company wiki articles for e-commerce subject matter.
- Collaborated with SMEs and other stakeholders to gather information to ensure documentation requirements.
- Updated documentation through regular review cycles, application of style guides, and utilization of best practice.
- Utilized structured content to successfully leverage single-sourcing, efficient workflows, and facilitate multi-channel output.
- Developed XSL transformations and Perl scripts to manipulate, process, and prepare product data for system consumption.

Content Architect	Volt Technical Resources	Redmond, WA	10/2011 - 10/2013

- 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 Instructions (CIs) for implementation by the development team.
- Used DITA profiling to display document and context specific mapping in the CIs.

Production Engineer	Microsoft	Redmond, WA	04/2008 - 03/2011

- Administered Team Foundation Server (TFS) based content management system for Windows 7 help documentation.
- Performed TFS administrator tasks e.g. managing users, security, team projects, work item types, and build deployments.
- Wrote and maintained the XML authoring schema document (XSD) for Window 7 help documentation.
- Built solutions for XML content migration and data extraction using XSL transformations and PowerShell scripts.
- Developed internal solutions for content creation pain points communicated by the authoring team.
- Managed localized Windows 7 help builds and publish jobs to Testing and Live environments in over thirty languages.

Education

Master of Business Administration	International Business	University of Miami	Coral Gables, FL
Bachelor of Art	Technical Writing	University of Central Florida	Orlando, FL

Military Service

Automotive Maintenance Technician	United States Marine Corps