

# 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>

## Work Experience

<b>Senior Technical Writer</b> <u>Ekaria LLP</u>	Redmond, WA	05/2014 - 07/2024
<ul style="list-style-type: none"><li>• Authored cybersecurity policies in compliance with Payment Card Industry Data Security Standards (PCI DSS).</li><li>• Maintained cybersecurity documentation for the company's network, application, system, and information security.</li><li>• Wrote e-commerce API reference documentation for access and use of product information and order placement resources.</li><li>• Created user guides, data specifications, product content analysis, and company wiki articles for e-commerce subject matter.</li><li>• Utilized structured content to successfully leverage single-sourcing and facilitate multi-channel output.</li></ul>		
<b>Content Architect</b> <u>Volt Technical Resources</u> contracted to LexisNexis	Redmond, WA	10/2011 - 10/2013
<ul style="list-style-type: none"><li>• Supported XML schema-to-schema conversion project for legal documents.</li><li>• Analyzed existing content to build node mappings using XPATH expressions.</li><li>• Developed and proposed schema modifications using RelaxNG XML to resolve gaps identified in the analysis.</li><li>• Created Conversion Instruction (CI) using DITA module framework.</li></ul>		
<b>Production Engineer</b> <u>Microsoft</u>	Redmond, WA	04/2008 - 03/2011
<ul style="list-style-type: none"><li>• Administered a TFS-based Content Management System used to create Windows 7 help documentation.</li><li>• Built solutions for XML content migration and data extraction using XSL and scripts.</li><li>• Developed internal tools/solutions for content creation pain points communicated by the authoring team.</li><li>• Managed localized content builds and publish jobs to Testing and Live environments in over thirty languages.</li></ul>		
<b>Information Architect</b> <u>Siemens IT Solutions and Services</u>	Issaquah, WA	04/2007 - 04/2008
<ul style="list-style-type: none"><li>• Supported a team building a Content Management System, using semantic technology.</li><li>• Modeled the Knowledge Base Article domain using Web Ontology Language (OWL).</li><li>• Evaluated content editing applications and XML standards for migration to modular data.</li></ul>		
<b>Data Analyst</b> <u>Sila Solutions Group</u>	Seattle, WA	03/2005 - 01/2007
<ul style="list-style-type: none"><li>• Analyzed aircraft support documents, created by various teams, using disparate systems, in various formats.</li><li>• Wrote gap analysis assessments around present to planned state of authoring systems, processes, and content format.</li><li>• Provided expertise to the content management teams for building content in S1000D XML.</li></ul>		
<b>Technical Publications Manager</b> <u>Home Depot Supply</u>	Orlando, FL	03/2003 - 03/2005
<ul style="list-style-type: none"><li>• Managed a content development team made up of writers and tools specialists.</li><li>• Delivered online help systems, training materials, and other technical documentation as required by the core business.</li><li>• Migrated from document-centric to information-centric content by leveraging XML technology.</li></ul>		
<b>Technical Writer</b> <u>Pratt &amp; Whitney</u>	Hartford, CT	06/1996 - 02/2003
<ul style="list-style-type: none"><li>• Developed maintenance procedures for USAF aircraft engines (Technical Orders and Time Compliance Technical Orders).</li><li>• Analyzed technical requirements from various sources (engineering changes, blueprints, parts breakdowns).</li><li>• Traveled to various USAF bases to validate maintenance procedures for F15 and F16 aircraft, F100 engines.</li></ul>		

## Education

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