

# JAY MILLER

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## CONTACT

jay@sootyneemm.com  
Montreal, Quebec

## PORTFOLIO

 Personal site – sootyneemm  
 GitHub profile | sootyneemm

## EDUCATION

**HONOURS BACHELOR OF ARTS**  
Faculty of Arts and Science  
Linguistics and World Languages  
Queen's University,  
Kingston, Ontario  
2011–2015

## CERTIFICATION

Udemy Azure Databricks & PySpark  
Udemy Data Science/ML Project  
Udemy Regression Analysis in Python  
Udemy Clean Code  
Udemy Python Pytest | API Tests  
Udemy Decorators, Async, & Cython  
Udemy Debugging with PyCharm  
Udemy GitHub Actions  
Udemy Jenkins Declarative Pipelines  
Udemy Django The Practical Guide  
Mimo Python  
Mimo SQL  
Mimo JavaScript  
Harvard edX CS50 2022  
Google Analytics  
**LANGUAGES**  
**ENGLISH** – native language  
**FRENCH** – fully fluent  
**SPANISH** – working proficiency  
**POLISH** – basic proficiency

## EXPERIENCE

### Robotiq, Lévis

#### TECHNICAL WRITER, PRODUCT DEVELOPMENT (REMOTE)

November 2023 – current

- Create internal communications for Sales, resulting in \$14000 increased revenue in Q4
- Align with SMEs and engineers to implement software feature updates into documentation
- Refactor and maintain documentation in MadCap Flare using XML, HTML and CSS
- Document, formalize, and reconceptualize documentation workflow processes

### Acolad, Montréal

#### TECHNICAL WRITER (REMOTE)

September 2022 – October 2023

- Refactor DITA XML to fulfill an ETL mandate for client in medical device manufacturing industry
- Optimize publishing HTML and PDF outputs using Docker, Jenkins, and Compoize DITA CCMS
- Collaborate with localization teams and translators to achieve regulatory compliance

### Genetec, Montréal

#### TECHNICAL CONTENT DEVELOPER (REMOTE)

April 2022 – September 2022

- Collaborate with SMEs, product groups, developers, engineers and support teams
- Compose XML technical documentation using Oxygen, DITA, and Ixiasoft DITA CCMS.
- Manage early adopters group for Acrolinx and Ixiasoft DITA Authoring software transition

### ResMed, Halifax

#### IT TECHNICAL WRITER, ISMS IMPLEMENTER (REMOTE)

December 2021 – March 2022

- Understand and be able to implement all aspects of the ISO 27001:2013 standard
- Create and maintain ISMS documentation specific to each implementation
- Develop and maintain documentation for ResMed Active Directory and Okta environment
- Prepare and maintain technical documentation, including software and systems, system operations, testing, and user documentation for SharePoint, Confluence, Unily and email
- Manage early adopters groups to collect feedback for documentation and provide support to change management mandates for Okta Verify, Office 365, and Ipswitch transitions

### CAE Inc., Montréal

#### BILINGUAL TECHNICAL WRITER, TECHNICAL PUBLICATIONS (REMOTE)

October 2021 – December 2021

- Plan, research, prepare and revise hardware and software user documentation, including interface control documents (ICDs), CMMI Level 5 configuration management plans, technical user manuals, engineering documents, and full-flight simulator (FFS) user guides
- Read and analyze schematics and engineering drawings
- Author documents using S1000D XML Editor (IETPs) and Microsoft Word

### Hypertec, Montréal

#### TECHNICAL WRITER, INDUSTRIAL ENGINEERING

August 2020 – November 2020

- Create, update and maintain user-friendly documentation and documentation templates
- User training manuals, SOPs, release notes, quick start guides, project proposals, reports
- Engineer 3D designs in SketchUp using Lean thinking to improve products for various vendors