JAY MILLER

J / M

CONTACT

jay@sootynemm.com

Montreal, Quebec

PORTFOLIO

Personal site – sootynemm

GitHub profile | sootynemm

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

Acolad, Montreal
TECHNICAL WRITER (REMOTE)
September 2022 – current

- 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 Componize DITA CCMS
- Collaborate with localization teams and translators to achieve regulatory compliance

The French Shop, Montreal
FREELANCE TRANSLATOR AND PROOFREADER (REMOTE)
September 2022 – current

- Translate French-to-English for clients across various sectors on an on-call basis
- Revise and edit English ads, press releases, presentations, reports, and print publications
- Consult on creative direction on a per-project basis and suggest slogans, taglines and hashtags

Genetec, Montreal
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.
- Participate in early adopters group for Acrolinx and Ixiasoft DITA Authoring software transition
- Conceptualize and produce video content for adult learners using Captivate and Camtasia

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
- Participate in Early Adoption Groups to collect feedback for documentation and provide support to change management mandates for Okta Verify, Office 365, and Ipswitch transitions

CAE Inc., Montreal
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, Montreal
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