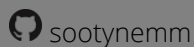


# JAY MILLER

## CONTACT

jay@sootyneemm.com  
Montreal, Quebec

## PORTFOLIO



## EDUCATION

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

## CERTIFICATION

Harvard edX CS50 2022  
Udemy Programming with Julia  
Mimo Python  
Mimo SQL  
Mimo Web Development  
Google Analytics

## LANGUAGES

ENGLISH – native language  
FRENCH – fully fluent  
GERMAN – working proficiency  
SPANISH – working proficiency  
POLISH – basic proficiency  
ITALIAN – 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 output to HTML and PDF via Comptonize DITA CCMS
- Collaborate with localization teams and translators to achieve regulatory compliance

**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