

JAY MILLER

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

C4i Training & Technology, Calgary

TECHNICAL WRITER AND QA LEAD, LEARNING AND DEVELOPMENT (REMOTE)

March 2024 – current

- Implement features into user guides in English and French, collaborating with software team
- Run regression tests logged in Trello to document any bugs and log them into Azure
- Revise and comment RFPs, RFIs, investor presentations and shareholder communications

Robotiq, Lévis

TECHNICAL WRITER, PRODUCT DEVELOPMENT (REMOTE)

November 2023 – March 2024

- 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
- Formalize documentation workflow processes in Google Docs, Sheets, and Slides

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 Componize 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

- Implement all aspects of the ISO 27001:2013 standard and create ISMS documentation
- 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