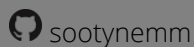


JAY MILLER

CONTACT

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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
Datacamp Python Fundamentals
Datacamp Python Data Visualization
Datacamp SQL Fundamentals
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 Componize 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