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Professional Experience

Head of Information and Security
Citrus International, April 2018-August 2018

- Wrote REST API documentation.
- Wrote instructions for integrating external databases with internal systems.
- Wrote tutorials to improve external contributor understanding of internal systems.
- Worked with techincal and non-technical teams to meet the documentation needs of our readers.
- Defined security policies and procedures for development and deployment.
- Researched product features and validated them with diligent testing.
- Produced technically accurate documentation.
- Developed policies for compliance with GDPR 2016/79.

Principal Technical Writer
Red Hat Brisbane, December 2015-April 2018

- Documented procedures around an extended Kubernetes, Red Hat Enterprise Application Platform.
- Worked with technical and non-technical teams to meet the documentation needs of our readers.
- Documented procedures around Red Hat Satellite, a software lifecycle maintenance and management platform.
- Deployed and managed cloud software in AWS, using EC2 instances to provide documentation-related services.
- Managed a multi-instance Red Hat Enterprise Virtualization environment used for documentation creation and software validation and testing.
- Researched product features and validated them with diligent testing.
- Contribued feedback to the team through copy review and planning discussions.

Organizer - 2016 and 2017 linux.conf.au Documentation Miniconference
- Led the 2016 and 2017 linux.conf.au documentation miniconference.
- Organized writers and developers to speak on various cross-team functions.

Senior Technical Writer
Red Hat Brisbane, May 2014-December 2015

- Wrote the man page for Docker in RHEL7.
- Documented procedures around containerization and Red Hat Enterprise Virtualization.
- Worked with technical and non-technical teams to meet the documentation needs of our readers.

Technical Writer
Red Hat Brisbane, June 2011-May 2014

- Documented procedures around Red Hat Enterprise Virtualization and JBoss.

Skills
- Familarity with AWS
- Familiarity with reading Javascript, PHP, Java, Python, C, bash, and other languages for feature-discovery and documentation purposes
- Familiarity with various virtualization and container technologies
- Familiarity with git and svn and even cvs and hg.
- Familiarity with asciidoc and Markdown (and Docbook XML, and for that matter troff, since that was what manpages are written in)
- Experience using various ticketing systems (jira, Bugzilla, Remedy, various in-house Frankenstenian monstrosities whose names I don't remember)
- Distinguished-level command of the English language
- Fluent-level command of the German language
- Unfazed by incredible claims
- Poker face