

John A. Paz

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Content Designer and Technical Writer with 15 years of experience who specializes in simplifying complex information experiences with powerful storytelling and has a track record of success working on Agile teams (member and scrum master).

Career Summary

- **Technical Writing/Documentation:** 15+ years of professional writing/editing, and project management experience.
 - Experience working as a liaison and moderator between multiple departments to resolve gaps in knowledge.
 - Proven ability to conduct professional-level training to classes large and small, both in-person and virtually.
 - Familiar contributing in all phases of the SDLC and working with all members of high-performing software teams.
- **Content Design/UX Writing:** 6+ years working alongside PMs, designers, and developers to improve in-app copy.
 - Proponent of the value and practice of dedicated and thoughtful UX writing as a component of an application.
 - Proven ability delivering high-quality content that enhances users' information experience using software.
 - Able to create/maintain content design systems and guidelines, and a champion of product voice and tone consistency.
- **Developer Experience Writing:** 6+ years writing for highly technical audiences like software developers.
 - Proven ability working with and troubleshooting source code samples, can create samples with guidance.
 - Familiar with build systems, source control, QA procedures, and all phases of the product development life cycle.
 - Experience contributing to developer documentation, like APIs and SDKs, and reviewing pull requests.

Tools and Skills

Tools

- Jira, Trello, Confluence, Sharepoint
- Git/Bitbucket/GitHub/Docs as code
- DITA/XML/Static site generators
- Basic coding: HTML, CSS, Python
- Sketch, Figma, InVision, Mural, Adobe

Skills

- Creating organizational voice and tone style guides
- Information architecture and wiki development
- Creating and editing visual graphics and videos
- Public speaking, presentations, slide creation
- UX Design: User research, design thinking

Professional Experience

Training and Knowledge Technical Writer: Menlo Security (Remote) Dec 2020 – Present
Write end-user documentation for new features and product improvements. Contribute to improving user interface on new features and product improvement. Create organizational style guides. Documentation department staffing coordination.

Senior Content Designer: Atlassian (Sydney, NSW, Australia & San Francisco, CA, USA) Jan 2015 – Dec 2020
Bitbucket Server/Cloud: Contributed to improving user interface on new features and product improvements. Wrote end-user documentation for new features and product improvements. Managed wiki for end-user consumption. User research.

Practice Development: Writer, editor, librarian, scrum master, and operations specialist supporting an enterprise sales team. Developed, edited, and managed content for pre-sales engineers and consultants in conjunction with engineers.

Technical Writer/Atlassian Administrator: PatientPoint (Orlando, FL, USA) Apr 2013 – Jan 2015
Administered Atlassian tools. Worked with developers and QA to improve internal and customer-facing documentation. Designed, created, and executed internal training on Scrum and Agile methodologies, and new Atlassian tools.

Technical Writer: Pentaho Corporation (Orlando, FL, USA) Jan 2012 – Feb 2013
Contributed to and maintained internal and public wiki sites, for various audiences. Worked on Big Data and Data Integration projects as documentation lead for each project. Authored task-oriented, topic-based procedures within DITA system.

Technical Writer: JHT, Incorporated (Orlando, FL, USA) Nov 2010 – Jan 2011

Technical Writer: Carley Corporation (Orlando, FL, USA) Nov 2009 – Nov 2010

Technical Writer: DEI Services Corporation (now Kratos Defense) (Winter Park, FL, USA) Sep 2008 – Sep 2009

Technical Writer/Content Manager: T.J., Incorporated Engineering (Christmas, FL, USA) Jan 2008 – Aug 2008

Contract Wiki Developer/Technical Writer: Electronic Arts – Sports (Maitland, FL, USA) July 2007 – Dec 2007

Contract Technical Writer: Lockheed Martin, Incorporated (Orlando, FL, USA) May 2007 – July 2007

Contract Technical Editor: Siemens Power Generation Orlando, FL, USA) Oct 2006 – May 2007

Education

B.A., English, Technical Writing Track – University of Central Florida: Orlando, FL, USA

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