

Paul J. Williams

Versatile technical writer and software developer with over ten years of experience in technical, academic, and legal writing and an excellent track record of delivering high-quality documentation and code. I have extensive experience in writing within a Docs-as-Code environment and possess expertise in cloud computing, containerization, and orchestration technologies. With advanced skills in Golang development and Python scripting, comprehensive technical documentation management experience, and the ability to effectively collaborate with cross-functional teams, I am eager to contribute to an innovative, collaborative, and agile environment.

PROFESSIONAL EXPERIENCE

Technical Writer, Splunk

OCTOBER 2023 - PRESENT

- Writing internal documentation for the Splunk Cloud operations teams.

Technical Writer, Mirantis

OCTOBER 2020 - OCTOBER 2023

- Participated in documentation team content strategy decisions, advocating for the creation of quick start guides, best practices content, user tutorials, and site architecture reorganization, and led efforts to set documentation standards, processes, and best practices.
- Collaborated with subject matter experts (SMEs) from Engineering, Product Management, QA, and Support to create new conceptual, reference, and procedural documentation topics with each product release, translating high-level requirements into polished software documentation.
- Contributed to and maintained approximately three thousand pages of technical documentation across multiple containerization, orchestration, and image registry products, using reStructuredText, Sphinx, Gerrit, and Jira, reducing Customer Support tickets and empowering internal teams to effectively deploy and use Mirantis Containers software.
- Conducted thorough testing of documentation changes and new product features using AWS EC2 instances, Kubernetes, Helm, Docker Desktop, and internal Mirantis tooling.
- Created and maintained YAML code samples used in the management of Kubernetes clusters.
- Automated the editing process of lengthy and repetitive documentation changes by developing Python and Bash scripts, improving efficiency and accuracy.
- Revitalized the API documentation for two products by migrating from Swagger to Redoc to enhance the overall presentation.
- Analyzed customer feedback to enhance product documentation at multiple stages in the release process.
- Drafted and published release notes every four to six weeks for three software products across two minor versions for each product.
- Actively triaged and resolved multiple documentation bug fix tickets on a weekly basis, demonstrating a meticulous attention to detail and a proactive approach to addressing documentation issues.
- Successfully restructured a comprehensive documentation repository inherited from a company merger. Ensured adherence to industry-standard IBM Style Guide and Mirantis documentation team best practices, improving consistency, clarity, and usability of the documentation.
- Worked with a globally distributed team of stakeholders, collaborating effectively with SMEs and technical writers living in different time zones throughout the world.

Software Developer, Mirantis

MARCH 2022 - PRESENT

- Developed a Prometheus exporter for Mirantis Secure Registry, leveraging extensive querying of RethinkDB to provide robust monitoring capabilities.
- Implemented a telemetry feature for Mirantis Migration Tool, enabling the collection and analysis of usage metrics using segment.com.

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- Resolved bugs in MSR and MMT, including the introduction of context into RethinkDB functions, logging enhancements, and fixing HTTP errors in MSR endpoints.
- Conducted thorough testing of software changes using AWS EC2 instances, Kubernetes, Helm, Docker Desktop, and internal Mirantis tooling.
- Utilized strong writing skills to contribute to internal documentation, PRDs, design docs, tickets, and code comments, ensuring clear and comprehensive project documentation.
- Actively participated in Agile processes, including daily standups, sprint planning, retrospective, ticket grooming, and collaborative troubleshooting sessions.

Technical Writer, Freelance

MARCH 2020 - OCTOBER 2020

- Generated comprehensive conceptual and reference documentation for the 253 Apache CloudStack API requests used by a cloud services platform.
- Published with Slate and GitHub Pages, using JavaScript to convert reference documentation from JSON to Markdown.

Brand Protection Specialist (Legal Writing), PopSockets

MAY 2018 - AUGUST 2020

- Co-created legal documents (demand letters, settlement agreements, B2B communications) and implemented content re-use system for improved efficiency.
- Composed intellectual property investigation instructions for 22 firms within two weeks, despite no prior knowledge of IP or consumer electronics accessories industry.
- Coordinated complex commercial IP investigations with a team of 22 private investigators nationwide, showcasing strong project management skills.
- Achieved cost savings of over \$100k in first year by negotiating investigator contracting fees.
- Developed billing instructions for investigative and legal firms worldwide, streamlining invoicing processes.
- Drafted business proposals, RFPs, RFQs, and monthly metrics reports, delivering high-quality and persuasive documents.
- Created and maintained role-based playbook to cross-train legal team on core responsibilities, fostering team collaboration and knowledge sharing.
- Represented legal department on company Slack workspace, providing expertise and guidance on company-wide IP matters.

SKILLS

Technical Writing, Docs as Code, REST API Documentation, Software Development, Agile, Editing, Project Management, User Research, Information Architecture, Content Strategy, Teaching, Cross-functional Collaboration, Public Speaking

TOOLS

Go, Python, JavaScript, Bash, Docker, Kubernetes, Git, GitHub, Gerrit, reStructuredText, Markdown, Sphinx, Jira, Confluence, OpenAPI Specification, AWS, Prometheus, Helm, YAML, MongoDB, RethinkDB, SQL, Postman, cURL,

EDUCATION

- **Ph.D. Candidate (ABD), Philosophy**, University of Texas at Austin
- **Master of Arts, Philosophy**, San Francisco State University
- **Bachelor of Music, Composition**, San Francisco State University