

Ashraf Khamis

Location: Vienna, Austria
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Permit: EU permanent residency

EXPERIENCE

- Jul 2022 – Present **Senior Technical Writer**
GitLab (Remote)
- Write and maintain documentation and release posts for various product groups
 - Set and balance priorities across projects and optimize documentation processes
 - Create user interface text and restructure existing content to improve readability
 - Review and suggest improvements to merge requests based on relevant style guides
- Apr 2019 – Jun 2022 **Senior Technical Writer**
Magnolia (Remote)
- Created and verified API reference documentation, developer tutorials, and release notes for open-source software
 - Planned and led content initiatives and tracked issues and code changes for potential documentation updates
 - Collaborated with engineers to build and maintain a documentation pipeline and automate the release process
 - Established style guidelines and solicited and edited contributions from subject-matter experts
- Oct 2018 – Mar 2019 **Senior Technical Writer**
Cortical.io (Vienna, Austria)
- Wrote and edited API and SDK reference documentation and developer guides
 - Prepared customized descriptions of services for multiple customer use cases
 - Improved product usability and created microcopy for the user interface
 - Reviewed and contributed to marketing presentations, newsletters, brochures, website content, and conference submissions
- Sep 2016 – Sep 2018 **Technical Writer**
OMICRON electronics (Klaus, Austria)
- Created and maintained user manuals, online help systems, quick-start guides, and application and release notes for software and hardware products
 - Gathered and analyzed documentation requirements to determine the appropriate information architecture

- Explored and tested software products and recommended improvements to user interface text
- Adopted a translation-oriented authoring approach by using a translation memory system and a terminology database

Oct 2014 – **Project Researcher**

Sep 2016 Saarland University (Saarbrücken, Germany)

- Examined information density in scientific writing in the late modern period
- Presented ongoing research and interim results at international conferences
- Maintained documentation for literature reviews and software applications

Feb 2008 – **Freelance Copywriter and Editor**

Apr 2012 Upwork (Remote)

- Completed over 70 writing and editing projects for a global client base
- Researched and wrote web copy, case studies, white papers, and SEO articles
- Edited technical reports, training manuals, and management and legal books

SKILLS

Languages	Java, HTML, XML, CSS, YAML, Bash
Authoring	Atom, Confluence, XMetaL, FrameMaker, Word, Snagit
Workflow	Docs as code (Git, AsciiDoc, Antora, Jenkins), Jira, Google Analytics
Localization	WorldServer, MultiTerm, Globalreview
Stylebooks	Microsoft, Chicago, AP

EDUCATION

Sep 2013 – **Master of Advanced Studies, Cognitive and Functional Linguistics**

Sep 2014 KU Leuven, Ghent University, Vrije Universiteit Brussel & University of Antwerp (Belgium)

Grade: magna cum laude

Sep 2012 – **Master of Arts, English Linguistics and Literature**

Sep 2013 KU Leuven (Leuven, Belgium)

Grade: magna cum laude