

# Ashraf Khamis

Location: Vienna, Austria  
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Permit: EU permanent residency

## EXPERIENCE

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- 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 content into standard topic types
  - Review and suggest improvements to contributions based on different style guides and levels of edit
- 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

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

## EDUCATION

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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