**Maria Barry Abrahms**

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**Technical Writing | Content Strategy, Development, and Design | Information Architecture**

Results-driven technical content specialist and project lead with a track record of supporting successful product launches and providing ongoing support. Experienced in writing for diverse audiences, from highly technical users to consumers, communicating complex information in a clear and concise manner. Skilled in managing multiple projects, analyzing customer requirements, and developing effective content strategies. Adept at both startups and established enterprises.

**Expertise**

* Content communication needs analysis, content development and delivery.
* Concurrent management of multiple products and projects.
* Customer advocacy and hands-on application use.
* Publication process design and development.

**Content Skills**

* API, CLI, and product-specific references. User, administrator, operator, and developer guides.
* UX writing, parameter descriptions, error messages, message templates. AI prompts.
* Help systems, videos, release notes. Websites, Wikis, presentations, white papers. Single sourcing.
* GUI development guides, style guides, documentation process guides, product guides, branding guides.

**Technical Skills**

* Content management and methodologies: Docs as Code, Information Mapping, DITA, Git/GitHub, JIRA, Trello, Jenkins, Gnats, Perforce, Adobe CQ5, TeamSite, SharePoint, Confluence, Drupal
* Content development tools: MediaWiki, oXygen, DocBook , MS Office, Excel, FrameMaker, WebWorks, ReST, HTML, CSS, Dreamweaver, Figma, Captivate, SnagIt, PaintShop, PowerPoint, Visio, Camtasia, XML, Markdown
* Technologies, IT, software development: AI, ChatGPT, LLM, ITIL, ITSM, Cloud security, Cyber security, CI/CD, DevOps, Agile development, ServiceNow, APIs and CLIs, SaaS, Open source software
* Programming, scripting, and data interchange technologies: JSON, cURL, YAML, Python, SQL, Perl

**Experience**

**Amazon Web Services,** Sr.Technical Writer 02/2/16 – 04/26/2023. Managed Cloud deployment, security, and support.

Created clear, concise, and comprehensive technical documentation, user guides, and knowledge base articles to support AWS products and services. Collaborated with cross-functional teams, conducted research, and ensured accuracy and consistency of technical content to enable customers to effectively utilize and troubleshoot AWS offerings.

* Supported ITIL/ITSM IT teams by writing user and developer guides, API references, and tutorials, in XML.
* Facilitated product development and launches with collaboration in Quip, Word, and code reviews (CRs).
* Increased product usability by defining the rules for a four-part change type classification system.
* Improved CSAT (10%) by writing clear and helpful customer messages, GUI text, and parameter descriptions.
* Increased productivity by creating a private service knowledge products website. Increased product visibility by taking the documentation public and creating new workflows for other knowledge products.
* Increased doc production by creating simple issue management templates and procedure boilerplates.

**Chef CI/CD Software,** Sr. Technical Writer 06/2015 – 12/2015. DevOps, automated CI/CD pipelines.

Collaborated with product managers, engineers, and support teams to gather information, conduct research, and deliver accurate and user-friendly documentation that enables customers to maximize the benefits of Chef's CI/CD software.

* Increased CSAT by writing two installation guides in markdown and using Chef DevOps software.
* Developed expertise by using Chef APIs for researching, testing, and producing documentation.

**Rackspace,** Information Developer 10/2013 – 04/2015. Managed Cloud software.

Supported a developer audience for the Auto Scale and Cloud Monitoring products by writing API Getting Started, and developer guides, as well as release notes, and knowledge center/knowledge base articles.

* Focused product development with technical content developed using GitHub, oXygen, DocBook, and Drupal.
* Advanced scenario-based customer goals by writing a complex deployment document to create an Apache website, including how to configure a server, server image, and load balancer; configure auto scaling and cloud monitoring; load test the site to see notifications and scaling; and how to tear it all down.

**Maria Abrahms Technical Writing Services** 09/2011 – 09/2013. Clients included:

* Adobe for Expert Support. Improved developer knowledge access by restructuring and rewriting the Adobe developer’s internal website (MediaWiki) for integrating applications with Adobe’s IMS-based on OAuth.
* VMware for Content Rules. Training lab software. Wrote installation, REST API, content creation, and user guides. Developed and used Word templates. Logged bugs and tracked tasks using JIRA and Confluence.
* Shenick Network Systems for Webster. Network testing software. Wrote installation guides for hypervisors.
* Microsoft for MindSource. Mediaroom (U-verse) products. Created release notes and implemented edits.
* Adobe for Expert Support. Video content management system (CMS) for enterprises. Wrote user and administrator guides, online help, and created videos and a video maintenance system. Logged bugs and tracked tasks using JIRA.

**Juniper Networks/Ankeena Networks,** Senior Technical Publications Engineer 08/2008 – 09/2011. (Juniper acquired Ankeena in 2010.) Video delivery, caching, adaptive streaming and optimization, software.

* **Ankeena**: Established the technical publications department, created all guides, release notes, and graphics.
* **Juniper**: Converted the Ankeena unstructured administrator’s guide and CLI command reference into DITA-based structured-FrameMaker; produced an online help system; used Vasont content management system.

**Accomplishments**

* Reduced Support calls by enabling users to modify their existing brands with an upgrade page.
* Solved customer support issues by developing a 180-page multi-product (servers, security gateways, database, and spam catcher) deployment guide. Developed all products (server, gateways, DBs, etc.) in doc testing.
* Satisfied customer wish-list with 19 online help videos, 1 – 1.5 minutes each, including scripts, and an easy-to-provision administrator’s guide for uploading new or updated videos.
* Spearheaded the development of an online technical library for customers.
* Improved production efficiency by restructuring and rewriting a large, internal, developer’s website for using the OAuth protocol for Adobe’s identity management system (IMS).
* Designed publication standards for single sourcing, indexing, and command line procedures to post-process HTML for context sensitivity.
* Improved user interfaces by developing internal processes, GUI development guidelines, external GUI branding guidelines, templates, and delivery systems, resulting in streamlined and more consistent GUI development.
* Improved content quality with developer team tech doc reviews that were socialized and fun, with planted bugs, scoreboards, prizes, and more.
* Won two Outstanding Contributor awards from the service team for new, updated, and improved content and direct product development contributions.

**Education**

* B.A. in English equivalent. CSUN, SFSU, SF Valley, and Santa Monica City Colleges.
* Two years Film School, Los Angeles City College. Graduate, Mark Thomas Script Supervising School.
* Certifications: AI Technical Writing, PostgreSQL, (Codefinity), Data Engineering (Udemy), Working with Large Language Models in Generative AI (Udemy), Introduction to Distributed SQL and CockroachDB, Introduction to SEO – Basic Principals of SEO (Udemy), Asynchronous Transfer Mode, Mirapoint Certified Engineer.