

Maria Abrahms

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SUMMARY

- Senior Technical Writer and Documentation Strategist with 20+ years building documentation for global tech companies. I analyze and establish documentation processes, architect information, and integrate AI-assisted workflows that reduce time-to-publish and increase team velocity.
- Proven results: 65% reduction in content creation time (AWS), enforced enterprise style guides and documentation standards across distributed teams, architected DITA system (Mirapoint). Delivered documentation for more than thirteen product launches including security policies and compliance content.

TECHNICAL SKILLS

- Documentation Product Management & Systems: Information architecture, content strategy, style guide development. Process design and workflow optimization, team training and enablement, documentation at scale. Single sourcing and content reuse. Cross-functional collaboration with engineering and product teams.
- Infrastructure & Network Documentation: Network architecture, load balancers, DNS flows, HA systems.
- Developer & Technical Documentation: API/SDK documentation, REST API references, integration guides, CLI documentation. Developer tutorials, code examples, internal design guides, release notes. Agile environments.
- UX Writing & Microcopy: GUI strings, error messages, tooltips, form field labels, customer message templates. Interface text, UX design strategies. Network diagrams, architecture diagrams, and application flow diagrams.
- Technical Proficiency: Git/GitHub, docs-as-code, CI/CD. DITA. XML, markdown & rest. Microsoft Style Guide, style guide enforcement and governance. JavaScript, Linux and Python (working knowledge). Jira, Confluence.

PROFESSIONAL EXPERIENCE

Amazon Industry Products & AWS, Sr. Technical Writer Technical (contract & FTE) 07/2024 – 08/2025, Seattle, WA

AWS is a cloud computing platform with multiple cloud services. AWS Managed Services (AMS) is a premium support service chartered with bringing large enterprises into AWS. Amazon Industry Products (AIP) Autoloop and EDI are data engineering products that use AI for managing auto sensor data and subsurface data, respectively.

- Documented AI-powered data engineering products (Autoloop for automotive sensor data, EDI for subsurface analytics) for enterprise audiences. Created initial content for EDI.
- Re-engineered AMS publishing workflow, reducing manual steps by 67% through integration with existing internal authentication methods and expanding the team permissions.

Microsoft, Azure, Sr. Technical Writer (contract)

08/2023 – 06/2024, Seattle, WA

Microsoft Azure cloud computing platform operates in 70+ regions and employs ~228,000.

- Created new content and updated existing documentation content for Azure Advisor enterprise customers in 70+ global regions. (Example: [Azure Advisor portal basics](#))
- Led documentation reorganization for Azure Advisor in collaboration with IAs, SEO specialists, and TPMs.

Amazon Web Services, Sr. Technical Writer (FTE)

02/2016 – 04/2023, Seattle, WA

- Scaled documentation operations for AWS Managed Services (AMS) by writing and managing 8+ user and developer guides, and API references, with minimal resources. Leveraged Acrolinx and an in-house CMS.
- Documented security policies, access controls, and compliance procedures for AWS Managed Services, ensuring alignment with enterprise security standards and customer audit requirements.
- Led cross-team migration strategy for AMS public launch, coordinating relocation and new ownership of documentation, SDKs, security content, and partner materials across repositories (i.e. SharePoint, GitHub, Partner's library). Created a transition map for internal and external customers to locate moved content.

- Documented network architecture for enterprise cloud infrastructure, including VPCs, load balancers, DNS configurations, and high-availability systems.

Chef Progress CI/CD Software, Sr. Technical Writer (FTE)

06/2015 – 12/2015, Seattle, WA

DevOps, automated CI/CD pipelines software.

- Increased CSAT by writing two installation guides developed through hands-on use of Chef DevOps software.

Rackspace Technology, Sr. Technical Writer (FTE)

10/2013 – 04/2015, San Francisco, CA

Rackspace Technology is a managed multicloud services provider delivering managed hosting, cloud migration, security, and professional services across public, private and hybrid clouds.

- Reduced customer setup time by creating a comprehensive Apache configuration walkthrough covering scaling, monitoring, and load testing. See 'DIY cURL website configuration (Word)' in [portfolio](#).
- Established scalable documentation workflows by implementing GitHub-based docs-as-code processing using pull requests for review, reducing review cycles from 5 days to 1-2 days.

Maria Abrahms Technical Writing LLC, Professional Technical Writer

09/2011 – 09/2013, Bay Area, CA

Professional technical writing services, on contract or freelance.

- Adobe (through Expert Support). Improved production efficiency by restructuring and rewriting an internal developer's website for using the OAuth protocol for Adobe's Identity and Access Management (IAM) system.
- Adobe (through Expert Support). Supported a new product, a video content management system (CMS) for enterprises, with user and administrator guides, online help, and videos (used Adobe Premiere Pro). Also created, and documented, a maintenance system for the videos. Logged bugs and tracked tasks using Jira. (See 'EnterpriseTV Installation and Configuration (PDF)' in [portfolio](#)).
- VMware (through Content Rules). Wrote installation, REST API, and user guides for training lab software. Developed and used Word templates. Logged bugs and tracked tasks using Jira and Confluence.

Juniper Networks via Ankeena Networks, Sr. Technical Writer (FTE)

08/2008 – 09/2011, Santa Clara, CA

Ankeena was a startup producing bit-rate streaming software and was acquired by Juniper Networks in 2010.

- Founded Ankeena's technical publications department. Created API/CLI guides used by customers, internal developers, and our sales team. Created user guides enabling first customer deployments.
- Developed Ankeena documentation as structured DITA using FrameMaker, which was noted in Ankeena's evaluation by Juniper. Established technical communication best practices.

Mirapoint Networks, Principal Technical Writer (FTE)

04/2000 – 11/2007, Santa Clara CA.

Mirapoint was an email and calendaring appliance provider serving universities and enterprises.

- Architected a component-based DITA single-sourcing system, including context-sensitive online help using variables for multi-audience content, enabling content reuse across product lines and multiple audiences (administrators, end-users, vendor-specific users).
- Designed UX microcopy, interface text, and context-sensitive online help for email and calendar applications serving thousands of university students and faculty.
- Established comprehensive style guide and content governance that scaled across growing product portfolio, ensuring consistency across engineering contributors and documentation team.

EDUCATION

- Select certifications: Web Accessibility (WCAG certified) • AI Technical Writing • Working with LLMs • Google Prompting Essentials • AI Engineering: AI Agents • Data Engineering
- California State University, Northridge – completed all course work for B.A. in English
- Los Angeles City College – Film School