

Maria Abrahms

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SUMMARY

- Senior Technical Writer and Documentation Product Owner with 20+ years building documentation for global tech companies. I analyze and establish documentation processes, architect information, and integrate AI-assisted workflows and AI-driven content automation that reduce time-to-publish and increase team velocity.
- Proven results: 65% reduction in content creation time, enforced enterprise style guides and documentation standards across distributed teams, architected DITA system serving organizations for 7+ years. Delivered documentation for more than thirteen product launches including security policies and compliance content.

TECHNICAL SKILLS

- Documentation Systems & Strategy: Information architecture, content strategy, style guide development, WCAG 2.1 Level AA certified. Process design, workflow optimization, single sourcing, content reuse. Cross-functional collaboration with engineering and product teams.
- Technical Documentation: API/SDK documentation, REST API references, CLI documentation, developer tutorials, code examples, release notes. Infrastructure documentation (network architecture, load balancers, DNS, HA systems). Installation/configuration guides, Day 2 operations. Agile environments.
- Tools & Publishing: Git/GitHub/GitLab, docs-as-code, CI/CD. DITA, XML, Markdown, HTML, reST. Adobe Acrobat Pro (PDF accessibility), SharePoint. Visio (network architecture diagrams). Linux CLI, bash scripting, Python. Jira, Confluence.
- UX Writing & Microcopy: GUI strings, error messages, tooltips, interface text, message templates.

PROFESSIONAL EXPERIENCE

Amazon Industry Products & AWS, Sr. Technical Writer (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. Completed Amazon Q workshop and applied it to AI-assisted editing workflows.
- Re-engineered AMS publishing workflow, reducing manual steps by 67% through integration with existing internal authentication methods and expanding the team permissions.
- Implemented GitHub-based docs-as-code processing using pull requests for review, reducing review cycles from 5 days to 1-2 days.

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. See [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.
- Developed technical standards and guidelines for AWS Managed Services, enforcing style guide compliance across distributed teams. Documented security policies, access controls, and compliance procedures ensuring alignment with enterprise security standards, WCAG 2.1 accessibility requirements, and audit compliance.

- Led content ecosystem strategy for AMS public launch, coordinating migration of documentation, SDKs, and security content across repositories (SharePoint, GitHub). Prioritized rollout and created transition map.
- Created Linux command-line documentation and configuration guides for enterprise cloud infrastructure, including system administration procedures, deployment scripts, and troubleshooting workflows.
- Documented network architecture for enterprise cloud infrastructure, including VPCs, load balancers, DNS configurations, and high-availability systems. Developed and maintained web-based dashboards.

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, load testing, and load balancer configuration. Developed content through hands-on Linux server configuration and command-line testing to ensure accuracy. See [‘DIY cURL website configuration.’](#)
- Managed documentation in open-source workflows using Git/GitHub pull requests, collaborating with distributed engineering teams on documentation reviews and version control.

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 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.’](#)
- 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.
- Owned content systems strategy and governance for growing product portfolio, establishing style guide and standards that enabled team scaling and cross-functional consistency.

EDUCATION

- CSUN – completed all course work for B.A. in English. LACC – Film School
- SQL certifications: Introduction to Distributed SQL and CockroachDB (CockroachDB University), Introduction to SQL (Codefinity)