

Maria Abrahms

Senior Technical Writer | AI Infrastructure, Developer Platforms & Docs-as-Code

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SUMMARY

- Senior Technical Writer & DevEx Lead with ~30 years of experience documenting high-throughput cloud infrastructure, networking protocols, and AI/data engineering platforms. Proven track record leading Docs-as-Code workflows (Git/GitHub, Markdown, CI/CD), authoring developer-facing APIs/SDKs, and documenting complex distributed systems for AWS, Azure, and Juniper Networks. Experienced in AI-assisted documentation pipelines, AI-driven content automation, and translating complex engineering spec sheets into production-grade developer resources.
- Proven results: 65% reduction in content creation time, enforced enterprise style guides and documentation standards across distributed teams. Delivered documentation for more than thirteen product launches including security policies and compliance content.

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 serving large enterprises. Amazon Industry Products (AIP) Autoloop and EDI are data engineering products that use AI for managing auto sensor data and subsurface data, respectively.

- Spearheaded developer and enterprise documentation for cutting-edge, AI-powered data engineering platforms (Autoloop and EDI), authoring net-new architectural frameworks for subsurface analytics and automotive sensor data.
- Accelerated engineering velocity by 67% by re-engineering the AWS Managed Services (AMS) publishing workflow, successfully eliminating manual publishing friction through internal authentication integrations and optimized team permissions.
- Transitioned legacy workflows to a modern docs-as-code model using GitHub pull requests, compressing developer documentation review cycles from 5 days down 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 CX initiatives, focusing on enterprise identity integrations and cloud security platforms. 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

AWS is a cloud computing platform with multiple cloud services. AWS Managed Services (AMS) is a premium support service serving large enterprises. I led documentation development and strategy for this service.

- Documented distributed network architecture and cloud infrastructure (VPCs, load balancers, DNS, high-availability topologies), providing foundational guides for low-latency, scalable compute environments.
- 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.
- Established and enforced enterprise style standards across distributed teams; reviewed and edited technical specifications, security documentation, and API references for consistency, accuracy, and accessibility compliance. Worked closely with SMEs to integrate errata and refine specification documentation
- 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.

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.

- Translated complex infrastructure concepts into accessible customer documentation: created Apache configuration guide covering load balancer setup, scaling, and monitoring through hands-on Linux CLI testing. 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.

- Restructured developer documentation for OAuth/IAM systems and enterprise video CMS (Adobe); wrote REST API guides and training software docs (VMware). Used Jira, Confluence for task tracking and collaboration. See '[EnterpriseTV Installation and Configuration](#)' and more in my portfolio (same link).

Juniper Networks via Ankeena Networks, Sr. Technical Writer (FTE)**08/2008 – 09/2011, Santa Clara, CA**

Ankeena was a high-throughput video streaming software startup 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.

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.

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

TECHNICAL SKILLS

- AI & Infrastructure Systems: Distributed Cloud Architecture, AI/ML Data Platforms, Networking Protocols (VPCs, Load Balancers, High-Availability Systems, DNS), High-Throughput Data Streaming.
- Developer Experience & APIs: REST API References, SDK Documentation, CLI Guides, Code Examples, Developer Tutorials, Release Notes, Day 2 Operations.
- Docs-as-Code & Workflows: Git/GitHub/GitLab, Markdown, AsciiDoc, reST, CI/CD, Linux CLI, Bash Scripting, Python, DITA/XML, AI-assisted writing tools.
- Standards & Strategy: Information Architecture, Content Strategy, Style Guides, WCAG 2.1 Level AA Accessibility, UX Microcopy.
- UX Writing & Microcopy: GUI strings, error messages, tooltips, interface text, message templates.

EDUCATION

- CSUN – completed all course work for B.A. in English. LACC – Film School
- Certifications (see full list on LinkedIn):
 - WCAG 2.1 Level AA Accessibility Certification
 - Google Prompting Essentials
 - AI Technical Writing