



Michael J
Smith

TECHNICAL WRITER

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ABOUT ME

Top performer with a proven track record of successfully documenting complex technical systems

Accomplished technical writer with a decade of experience creating clear, concise, accurate documentation for deployable cloud-based solutions, data center electrical equipment, and telecommunications network telemetry system.

SKILLS



EDUCATION

Associates of Applied Science, Info Systems

Northern Virginia Community College

- Network Administration Certificate
- Web Design & Development Certificate

2013

Bachelor of Arts, Journalism

Pennsylvania State University

2001

EXPERIENCE

Amazon Web Services – 2013 - Present

Senior Tech Content Strategist – 2019 - Present

- Led a reorganization and redesign of the AWS Architecture Center in 2020, resulting in a 74% increase in customer reach and a 35% increase in customer engagement
- Developed and implemented a strategic content plan for the AWS Architecture Center that resulted in a 20% increase in customer content interactions in 2022
- Collaborated with cross-functional teams to align on a content tagging strategy that allowed us to surface 1,800 content assets from 5 different content libraries in one place

Senior Technical Writer – 2017 - 2019

- Co-created all documentation processes, and implementation guide and web page templates for AWS Solutions
- Wrote, edited, and published implementation guides, marketing web pages and sales presentations for 50+ AWS Solutions
- Developed a Git branching model in to prevent writers from accidentally making content live before embargo dates

Technical Writer – 2013 - 2017

- Created and executed a content-reuse strategy that resulted in a 76% increase in content output
- Wrote standard and emergency operating procedures for data center electrical equipment
- Created two DITA plugins to create a new content type (checklist) that customers had been requesting for more than one year

Computer Sciences Corp – *Technical Writer* 2009 - 2013

Bulletin Intelligence – *Managing Editor* 2007 – 2008

Washingtonpost.com – *Night News Desk Producer* 2005 – 2007

Kiplinger Washington Editors – *Research Reporter* 2001 – 2005