

ASHLEY N. BROWN

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EXPERIENCE

Akamai Technologies

Senior Technical Writer, Network Standards

Cambridge, MA
September 2015—Present

- As the senior writer on a four-person technical documentation and training team, creating standards and procedures for Network Infrastructure documentation, including creating templates, updating style guide, & service level agreements
- Creating, reviewing, & maintaining technical content on a Mediawiki instance that supports a team of 400+ Network Infrastructure Engineers & Field Technicians; working with other teams to create procedural & policy documents
- Led annual NIE and Field Technician survey project; improved response rate by an average of 64% across surveys

Localytics

Technical Writer

Boston, MA
November 2014—September 2015

- As the sole technical writer in a startup environment, supporting 7 Agile product teams and owning public documentation for the Localytics mobile marketing analytics product, including API and SDK documentation
- Creating and maintaining documentation strategy, including information architecture, documentation lifecycle, DITA to HTML publishing process, style, voice, and tone guidelines; additionally, tracking site use with Google Analytics
- Initiated, managed, and completed public content migration from Mediawiki to DITA XML-based documentation, stored in Github and published via oXygen; worked with developers to identify needs for custom transforms

IBM

Professional Information Developer

Waltham, MA
February 2013—October 2014

- As lead writer for *IBM Digital Analytics & IBM Marketing Center*, creating & maintaining over 750 pages of documentation for enterprise-level SaaS in an agile environment; using a CMS to write, review, & release documentation; writing & editing UI text
- Optimizing & packaging documentation for translation in seven languages; processing and publishing translation returns

EDITS, FULL STOP

Owner & Editor

Cambridge, MA
May 2011—Present

- Editing technical documentation for business clients including TI Broadcast Solutions Group, The Swader Firm, & Publishing Smarter; Publishing technical manuals to PDF & HTML from a single source; working remotely with SMEs, clients & colleagues using Skype and GoToMeeting
- Updating & rewriting user guides for a radiology software program to DITA standards using Adobe Technical Communication Suite & oXygen XML Author, including capturing screenshots & editing graphics using Adobe Photoshop
- Editing award-winning science fiction poetry and prose for clients; published in *Stone Telling* and *Goblin Fruit*

EDUCATION

GENERAL ASSEMBLY

10-week part time Front-End Web Development course covering HTML, CSS, & JavaScript

Boston, MA

UNIVERSITY OF MEMPHIS – COLLEGE OF ARTS AND SCIENCES

B.A., English; University Honors with Thesis. *Concentration: Professional Writing*

Memphis, TN

- *Academic honors:* Magna Cum Laude, Pinnacle Honor Society, Sigma Tau Delta Honor Society, 3.6 GPA
- *On-campus activities:* Society for Technical Communication, Stonewall Tigers, Adult Student Association

TECHNICAL SKILLS

DITA	HTML	Microsoft Office	Acrobat	Google Apps
oXygen XML Editor	InDesign	CSS	Windows XP	Social media
Mediawiki	Photoshop	Perforce	MacOS	GoToMeeting

ADDITIONAL

- *Languages:* French (basic spoken and written fluency) and English (expert spoken and written fluency)
- *Interests and activities:* Science fiction, public art, tent camping, culinary science, meteorology, cooperative housing