

# Aaron K. Redshaw

TECHNICAL WRITER – DEVELOPER DOCUMENTATION / APIS

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## SUMMARY OF SKILLS

- Managing projects with multiple subject matter experts and stakeholders.
- Documenting SDKs and APIs, including OpenAPI specs and Swagger.
- Integrating code into documentation (Java, Python, JavaScript, command-line scripts).
- Writing docs for overviews, concepts, guides, quick-starts, tutorials, and reference.
- Reading and writing code in Java and Python.
- Working with Linux on the desktop and command-line.
- Writing in HTML and markdown.
- Creating information architecture, writing proposals, gap analyses, etc.
- Integrating into developer flows, using source control management (including git), bug tracking, and other such tools.
- Publishing with static site generators.

## EMPLOYMENT HISTORY

**Technical Writer – Expert Support (Placed at Google)                      03/2019– Present**

**Area: Engineering - Payments Central Technical Project Manager**

### GOOGLE PROJECTS I MANAGED (A SELECTION)

[Google Standard Payments](#) (Developer documentation and REST APIs) - Audience: Internal and external software engineers.

- Concepts section redone:
  - Revised sequence diagrams and created new ones (Lucidchart),
  - Diagrams explained step-by-step with method links (tokenized, cash, card).
- Guide section added:
  - Authentication
  - Authorization
  - Encryption requirements
  - Testing
  - Launch process

**App Rewards** (Developer docs and Java Library API, SDK documentation) - Audience: External software engineers (whitelisted). This was in collaboration with two other technical writers.

- Created landing page, changed navigation (YAML), added pages, modified content, added content to pages, added variable names and variable paths for easy versioning.

**[Google Pay Spot](#)** (Developer docs and APIs) - Audience: Internal and external software engineers.

- Created original draft of landing page.
- Helped revise and restructure the FAQ page.

**Payments Integration Experience** (Developer docs and APIs) - Audience: Internal software engineers (soon to be external as well).

- Information architecture: Created gap analysis, site proposal, and extensive notes used by the team (over 40 pages of planning documents).
- Contributed insights in numerous cross-disciplinary team meetings.

**Payments reporting** - Audience: Internal for Payments. A reference site for their department.

- Greatly revised and rewrote much of this documentation.
- Restructured site, including navigation and theme.
- Improved ease of use and efficiency for locating relevant information.

**Payments 911** - Audience: SRE (Site Reliability Engineers). A reference site for their department.

- Rewrote existing docs for a fast reference.
- Reorganized and consolidated content, and increased readability.
- Improved navigation and ease of use.

## **Technical Writer - Clyste**

**08/2018 – 02/2019**

A user owned, governed, and developed blockchain based social media, app store, and ERP.

- Wrote a [technical white paper](#) to increase visibility.
  - Interviewing SMEs, exhaustive research, and incorporating stakeholder feedback.
- Created a tri-fold marketing pamphlet.

## **English Teacher - Independence H.S., San Jose, CA**

**08/2003 – 08/2018**

- Taught writing and critical thinking skills (mostly 9<sup>th</sup> and 12<sup>th</sup> graders).
- Collaborated on STEAM (Science Technology Engineering Art & Math) Academy for the last five years, helping students pursue a future in engineering, technology, and science.

## **Technical Support - Verio-WebCom, Santa Cruz, CA**

**07/1999 – 09/2002**

- Email and phone technical assistance for customers setting up web and commerce sites.
- Promoted to Hostmaster / Ordermaster to resolve domain name and server issues.
- Used SSH, SSL, TCP/IP, SMTP, POP, FTP, SCP regularly. Ran SQL queries daily.
- Took a Perl class on weeknights for use with web development.
- Learned Java and created an open source program (DebtPayoff).
- Took initiative by converting my workstation to Linux, becoming comfortable with command line and GUI tools, and improving work efficiency.

## **EDUCATION**

### **Teaching Credential with CLAD, San Jose State University, San Jose, CA**

**2002 – 2003**

- Finished credential while concurrently teaching high school full-time.

### **B.A. English, Bethany College, Scotts Valley, CA**

**1993 – 1996**

- Graduated Summa Cum Laude, 3.93 GPA.