Aaron K. Redshaw

TECHNICAL WRITER – DEVELOPER DOCUMENTATION / APIS

Address: 205 Palo Verde Terrace
Santa Cruz, CA 95060

Email: akredshaw@gmail.com

Phone: 831-419-5296

LinkedIn: https://www.linkedin.com/in/aaron-redshaw/

Blog to help others transition to a technical writing career:
https://aaronkredshaw.com/blog/

GitHub: https://github.com/aredshaw

SUMMARY

Technical writer with over 3 ½ years of experience creating developer documentation. Most projects include code samples, SDKs, APIs, and APKs for embedded devices. Often the lead on new initiatives.

EMPLOYMENT HISTORY

Amazon - Technical Programmer Writer   05/2020–Present

Area: Developer Outreach and Education

Wrote, edited, and published technical documentation intended for third-party developers who publish apps on Amazon devices and use Amazon services.

- Managed all technical documentation for Fire TV, streaming devices, tablets, automotive, Fire OS, Video Skills Kit, and all device specifications.

- Created conceptual overviews, user guides, tutorials, and API reference material.

- Tools and languages used: Git, GitHub, Jekyll, Android Studio, Visual Studio Code, Jira, Markdown, YAML, HTML, XML, JSON, Java, Kotlin, Linux, command line.

- As the senior member of the team, often the primary contact for advice or help.

Accomplishments

- Presented the need for inclusive language to the team and made all documentation updates.

- Led the effort to research and add a more robust gating tool for use by specific partners.

- Researched, proposed to leadership, and then implemented the use of a link checking tool for team documentation.

- Researched, proposed to leadership, and led in the first implementation of Kotlin alongside Java code samples. Also created a document plan to include Kotlin site-wide.

- Created an onboarding plan and extensive resources for new technical writers.

- Compiled, installed, and ran Android code on embedded devices to improve guide accuracy.

- Took an engineering onboarding lab to understand backend development environment in greater depth.

- Studied full-stack Android development, through Google's Android Basics in Kotlin course, in order to improve documentation.

Samples of work

- Step 2: Set Up TvInputService
- Alexa.Launcher API reference
- Fire OS 8 for Fire Tablets

Expert Support (Placed at Google) – Technical Writer II   03/2019– 5/2020

Payments Central Technical Writer and Project Manager at Google

Wrote succinct, easy-to-follow documentation for internal and external engineers, including sample code and APIs.

- Took the lead on most projects with little or no direction. Researched extensively and decided on a best course of action. Then presented a written project plan to stakeholders, received approval, and created the documentation, iterating on details if needed.

- When an engineer lacked time to modify or create sequence diagrams, received access to the software, learned it quickly, and did the work. Reached out to an engineer from another team, gaining valuable insights, in order to greatly improve the current diagrams.

- Tools and languages used: Two internal documentation platforms, bug tracking, source management, code review, Cloudtop Linux desktop, command line, Java, Python, JavaScript, HTML, YAML, and JSON.

- Documented REST APIs, gRPC, and Library APIs.

- Created an onboarding plan and other resource materials for a new TVC. Performed most of the training the first few weeks.

Technical Writer - Clyste   08/2018 – 02/2019

Wrote documentation for this user owned, governed, and developed blockchain based social media, app store, and ERP.

- Wrote a technical white paper to increase visibility.

    o Interviewed SMEs, performed exhaustive research, and incorporated stakeholder feedback through several iterations.

- Created a tri-fold marketing pamphlet.

EDUCATION

B.A. English, Bethany College   1993 – 1996

- Graduated Summa Cum Laude, 3.93 GPA.