**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**](https://developers.google.com/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**](https://developers.google.com/pay/india/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**](http://www.clyste.com) **08/2018 – 02/2019**A user owned, governed, and developed blockchain based social media, app store, and ERP.

* Wrote a [technical white paper](https://aaronkredshaw.com/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 9th and 12th 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.