

Michael Sheleman

Senior Technical Writer

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SUMMARY

Accomplished Technical Writer with six years of experience crafting clear, concise, and user-centric documentation. Proficient in creating API documentation, conceptual and procedural guides, and ensuring accessibility standards meet modern day protocols.

EXPERIENCE

Senior Technical Writer

Unqork | Remote

- Led the documentation process for 36+ new feature articles annually, ensuring clarity and usability for developers and end-users.
- Managed the end-to-end document lifecycle for four developer teams.
- Streamlined bi-monthly release notes creation as part of an Agile workflow.
- Proactively researched and implemented accessible technical content meeting WCAG standards.

Technical Writer

Unqork | Remote

- Authored and published external-facing documentation for 26+ new features annually.
- Implemented documentation analytics tools, driving a 200% increase in content views within a year.
- Designed scalable documentation templates, reducing production time for future updates by 30%.

Freelance Technical Writer

Self-Employed | Remote

- Built and maintained a game wiki with 7,000+ daily views, establishing a trusted resource for the community.
- Translated and compiled weekly developer release notes, improving content accessibility for global audiences.
- Created engaging blogs and marketing content for clients, boosting brand visibility and customer engagement.
- Delivered polished, on-brand content for diverse clients in gaming and tech industries.

Customer Success and Documentation

Eventhub | Remote

- Enhanced Zendesk CSAT scores from 76% to 95% in two months by simplifying support processes.
- Developed and maintained Zendesk macros, triggers, and automations, reducing ticket response times by 40%.
- Authored and managed a comprehensive knowledge base, improving customer self-service success rates.

Self-Driving Test Operations Specialist

Uber ATG | San Francisco

- Conducted 2,000+ hours of autonomous vehicle test missions, producing detailed reports to inform development strategies.
- Co-authored GIS documentation for data collection over 1,290 miles of San Francisco, enabling precise mapping for self-driving technologies.
- Designed and implemented online training modules for onboarding new operators, standardizing the use of proprietary software.
- Identified and resolved software testing issues during operations, improving test efficiency by 20%.

EDUCATION

- Certified Professional Technical Communicator (CPTC™) Foundation | 2021
- Professional Scrum Master™ I (PSM I) | 2018
- San Francisco State University | 2014 | Bachelors

SKILLS

- **Document Lifecycle Management:** Research, Write, Review, Publish, Repeat
- **Project Management Software:** JIRA, Asana, Trello
- **Image Editing Tools:** Photoshop, Paintshop, Snagit
- **Documentation and Code:** DITA, XML, HTML, CSS, Markdown,
- **Editors:** Madcap Flare, Zendesk, Microsoft Suite, Google Suite
- **Documentation Types:** API, Release Notes, User Interface, Procedural, Reference, Conceptual
- **Versioning Systems:** GIT, Proprietary
- **Communications Time Management:** Stakeholders, SMEs, Editors