Michael Sharber

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Technical Writer

Technical writer with 1 year of experience in SaaS and IT documentation, helping companies develop their support content and advocate to improve user experience. A+ and CC certified.

EXPERIENCE

Kroger | Customer Service Specialist | February 2024 – current (2½ months)

- Collaborating on bespoke plans for clients based on support metrics, which drive customer satisfaction.
- Consistently putting aside ego and personal feelings to deliver the "I will make it right" promise.

OpenBoxes | Junior Technical Writer (volunteer) | August 2023 – March 2024 (8 months)

- Building the API knowledge base using Postman Collections and cURL, from architecture to tasks and bugs.
- Interviewing and collaborating with subject matter experts to gather info and user requirements.
- Compiled and edited a glossary of terms that reduced miscommunication, rework, and error.

JSON Schema | Junior Technical Writer (volunteer) | June 2023 – August 2023 (3 months)

- Wrote clear, concise, and user-friendly instructions for the cryptic ``unevaluatedItems`` keyword, demonstrating correct code for the most common use cases. Freed the support team from tickets about it.
- Quickly learned and used Docker, code validation tools, Git, and reStructuredText.
- Edited to ensure accuracy, consistency, and adherence to the style guide.

Taming Your Tech | Content Manager | March 2021 – December 2022 (1 year 9 months) | Archive

- Managed content strategy: wrote weekly 1,000-word blog articles, as well as weekly email newsletters.
- Composed and marketed two 80-page e-books, three 10-page white papers, and three 1-page references.
- Designed and wrote Pinterest, Instagram, and Reddit posts to promote content, traffic, and audience Q&A.
- Habitually edited for up-to-dateness, conciseness, accuracy, and improvements based on reader feedback.
- Broke down complex subject matter from scientific papers into actionable, easy-to-understand tutorials.
- Used best practices for SEO, metadata, and user experience. Optimized findability and readability.
- Organized daily goals to ensure timely delivery of content with competing deadlines.

FedEx Ground | Package Handler & safety committee | June 2017 – November 2022 (5 years 5 months)

- Trained new hires on productivity, inventory, technical, and safety standards using my approved SOPs.
- Helped reduce frustration, churn, and safety incidents by using plain language and clear goals.

EDUCATION

Bachelor of Arts (English, Japanese double-major) Middle Tennessee State University (Murfreesboro, TN), 2015
Additional relevant education:

- **Certified Technical Writer** - Technical Writer HQ (*February 2023*)
- **CompTIA A+ Certification** - CompTIA (*February 2024*)
- **ISC2 CC Certification** - ISC² (*March 2024*)

TECHNICAL SKILLS

Google Analytics, agile SDLC, information architecture, HTML, CSS, Git / GitHub, Markdown, Azure, Wordpress CMS, Microsoft Office, Google Workspace, Adobe InDesign, Adobe Illustrator, Adobe Acrobat, Jira, Confluence, Camtasia, Visio, SnagIt, Canva, SharePoint, Swagger API, Postman, cURL, Docker, Active Directory