

Michael Sharber

Murfreesboro, Tennessee, USA

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Technical Content Writer

Technical writer with 2 years of experience in software and IT, helping tech companies develop their support documentation and advocate for better user experience. CompTIA A+ certified. Learning PCI DSS.

EXPERIENCE

[OpenBoxes](#) | Junior Technical Writer | August 2023 – current (7 months)

- (current) Building the entire API docs portal using Postman Collections, from architecture to tasks and bugs.
- Interviewing and collaborating with subject matter experts to define audience, documentation, and process.
- Compiled and edited a glossary of terms that reduced miscommunication, rework, and error.

[JSON Schema](#) | Junior Technical Writer | June 2023 – August 2023 (3 months)

- Wrote best practices for the infamously confusing ``unevaluatedItems`` keyword, demonstrating correct JSON schema structure 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.

[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 two 80-page e-books, three 10-page white papers, and three one-page reference guides.
- 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.

[Kroger](#) | Customer Service Specialist | February 2024 – current (1 month)

- Collaborated on bespoke plans for customers based on support metrics, which drove customer satisfaction.
- Consistently put aside ego and personal feelings to deliver the “I will make it right” promise.

[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)

TECHNICAL SKILLS

HTML, CSS, Git / GitHub, Markdown, Microsoft Writing Style Guide, docs as code, information architecture, Jira, Confluence, SharePoint, MS Office, Google Workspace, Google Analytics, agile SDLC, SnagIt, Canva, Visio, Adobe Acrobat, Adobe InDesign, Adobe Illustrator, Swagger API, Stoplight Studio, Postman, cURL, Docker, Wordpress, MadCap Flare