

# Clay King

## Technical Document and Web Content Creator

### Summary of qualifications

#### Hard Skills

- Broad range of experience with technical documents, including designing and editing online help, API references, white papers, and instruction manuals for software and hardware.
- Experienced using GenAI and LLMs to draft and improve technical documentation.
- High level of coding skill in C, C++, CSS, HTML, Markdown, XML, Rust, Java and JavaScript, Python, and YAML.
- Familiar with major industry style guides, including the Chicago Manual of Style and the Microsoft Writing Style Guide.
- Skilled at learning new technology—both hardware and software.
- Experienced with Windows Server, including managing DHCP, DNS, and Active Directory.
- Extensive familiarity with AWS Cloud technologies.

#### Soft Skills

- Organized and goal-oriented; driven to meet deadlines and skilled at prioritizing workloads.
- Adept at building new relationships and earning trust.
- Outstanding written and verbal communication skills.
- Efficient in both team and independent work.
- Passionate about problem-solving and logical situational analysis.

#### Software

- JIRA
- Asana
- Oxygen
- Microsoft Office
- SharePoint administration
- Teamsite CMS
- Azure DevOps
- GitHub
- Visual Studio
- KANA KMS

### Employment

#### Programmer Writer

AWS

Remote

November 2020 – present

Full Time Employee

- Used internal GenAI tools to draft new, and improve existing, content by defining use cases and training LLMs to produce content aimed at those use cases.
- Developed a content strategy for the documentation that included integrating new feature documentation into the overall content, when to include code samples, and how to maintain content freshness.
- Created an onboarding process for new writers joining the team.
- Helped teammates troubleshoot technical issues with our tools.
- Created strong relationships between partner teams.
- Identified inefficiencies in our publishing and content development processes and worked to improve them.

Lead Content Writer

Microsoft

Remote

March 2020 – November 2020

Experis Contractor

- Partnered with Supportability Program Managers (SPMs) to create virtual agent dialogues to help customers solve problems.
- Reduced the workload on my editors by tracking and assuring the quality of a team of offshore writers' content before it went to editing.
- Integral to internal efforts to improve processes and increase efficiency.
- Brainstormed and planned FY21 goals and metrics for the team.

Senior Digital Content Writer & Content Implementer

AT&T

Bothell, WA

May 2014 – March 2016

KForce Contractor

March 2016 – March 2020

Full Time Employee

- Worked with project managers, designers, product teams, and legal and brand to ensure timely and accurate completion of projects.
- Wrote step-by-step instructional topics for using SaaS and NaaS interfaces.
- Wrote help topics and procedures for administrators who use VOIP administrative portals.
- Implemented help content in Teamsite CMS and KANA KMS; hand-coded HTML to ensure correct presentation.
- Managed the successful implementation of an average of 40 content updates a month through JIRA.

IT Support Specialist

Electronic Transaction Consultants May 2011 – May 2014

Seattle, WA

- Created instruction sets, Standard Operating Procedures, persuasive technical memos, and root cause statements related to system outages.
- Reduced production cost by \$92,000 by streamlining how information was collected.
- Contributed to a consistent 98% production capacity by quickly and efficiently handling technical support requests.

Additional work

- Redesigned the website for the Lake Steven's Cooperative Preschool.
- Created step-by-step procedure documents for the KEXP radio station's gift processing department.

Certifications

AWS Certified Solutions Architect – Associate

Issued July 2024 – Expires July 2027

AWS Certified Cloud Practitioner

Issued February 2023 – Expires July 2027

Education

Professional Certificate in Technical Writing and Editing, University of Washington

Bachelor of Science in Computer Engineering,

Montana State University, Bozeman, MT