JULIAN MERCER

TECHNICAL WRITER

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PROFESSIONAL SUMMARY

Technical Writer with 9+ years producing API documentation, user guides, and release notes for developer platforms. Works in docs-as-code workflows with engineers to ship accurate, searchable content that reduces support tickets.

PROFESSIONAL EXPERIENCE

Senior Technical Writer May 2021 - Present
Twilio, San Francisco, CA

- Own the messaging API docs set of 180 pages, and reorganized it around tasks, which raised page helpfulness ratings from 71% to 84%.
- Write reference content and code samples in three languages, reviewed with engineers before each release.
- Set up a Markdown and Git review workflow with linting that cut docs review cycles from five days to two.
- Partnered with support to rewrite the 20 most-viewed troubleshooting pages, and related tickets fell by 18%.
- Run a monthly docs feedback triage with product managers and close 85% of reported issues within 30 days.
- Mentor two writers on API reference structure and review their work before publication.
- Write changelog and migration guides for each breaking API change and publish them before every release.

Technical Writer Jan 2018 - Apr 2021
Atlassian, San Francisco, CA

- Wrote admin guides and release notes for Jira Cloud on a two-week release train without a missed deadline in three years.
- Interviewed product managers and customers to build task-based tutorials, with the onboarding guide viewed by 40,000 readers a quarter.
- Created a style guide and terminology list used by six writers, reducing editorial rework in reviews.
- Moved 120 help pages from a legacy wiki into Git with redirects that preserved search traffic through the migration.
- Documented 40 REST endpoints with OpenAPI specs, and developer onboarding questions to support fell by about 15%.

Documentation Specialist Aug 2015 - Dec 2017
Autodesk, San Rafael, CA

- Updated help content for desktop design software across two annual releases and rebuilt 90 outdated topics.
- Produced short screen-capture videos for the ten most common workflows, which support teams linked in replies.
- Wrote in-product tooltips and error messages for a major release in partnership with designers.
- Coordinated localization of the user guide into Japanese and German with two vendors and delivered each on the release date.
- Tracked documentation defects in Jira and fixed about 90% of them within one release.

CORE SKILLS

API documentation | Docs-as-code | Markdown | Git | OpenAPI | Style guides | Information architecture | Release notes | DITA and XML | Screen capture and video | Python basics | Content strategy | User research | Confluence

EDUCATION

B.A. in English, University of California, Berkeley, Berkeley, CA

CERTIFICATIONS

Certified Professional Technical Communicator (CPTC) | Google Technical Writing Courses