

Jeff Slavin

Lead Technical Writer | API, Cloud & Edge | Docs as Code & GitOps

Miami, FL | 561-305-5610 | jslavin.docs@gmail.com

linkedin.com/in/jeff-slavin | jslavin-docs.github.io/portfolio

SUMMARY

Strategic technical writer and documentation lead with 10+ years of experience distilling complex API, cloud, edge, IoT, cybersecurity, and DevSecOps concepts into clear user and developer documentation. Leads information architecture, Docs as Code, and GitOps initiatives that enable scalable self-service, cutting support tickets by 25–30% and accelerating integrations from weeks to days.

EXPERIENCE

Artisan Studios, Senior Technical Writer (Nov 2024 – present) – Remote

- Author design documentation for a secure AWS edge platform (Kubernetes, Argo CD, GitOps), accelerating the rollout of a new architecture that reduces retail client hardware costs by 40%
- Design architecture and process flow diagrams with solutions architects to standardize GitOps, IAM, secrets management, and zero-trust patterns, cutting architecture review cycles by 25%
- Codify a DevSecOps runbook for 50+ Prometheus alerts, standardizing triage, diagnostics, and incident response to reduce MTTR
- Develop the administrator guide and operational standard for the GitOps-based AWS edge platform, enabling Amazon EKS self-service for application teams

ClearBlade, Lead Technical Writer (Oct 2022 – Nov 2024) – Remote

- Defined IoT and edge computing documentation strategy, information architecture, and style guidelines, creating templates that cut review cycles by 40%
- Implemented a Git-based Docs as Code workflow integrated with CI/CD pipelines, ensuring documentation shipped in sync with product releases
- Automated SDK generation (Python, Java, Node.js) from OpenAPI 3.0 specifications, cutting partner integration time from weeks to days
- Authored GCP IoT Core-to-ClearBlade enterprise migration guides, cutting support tickets by 30%
- Transformed Confluence documentation into a self-service portal using Scroll Viewport, increasing search success rates by 60% through a redesigned information architecture and taxonomy

ODEM, Technical Writer (Mar 2018 – Oct 2022) – Remote

- Developed knowledge bases for a Web3 credentialing platform, cutting onboarding time by 30% and driving a 99% claim rate for 4,800+ blockchain diplomas
- Spearheaded Ethereum-to-Algorand migration guides, reducing support tickets by 25%

MobiWork, Technical Writer (Feb 2017 – Nov 2017) – Delray Beach, FL

- Authored a mobile-first knowledge base for a workforce management SaaS platform, reducing field technician training time by 25% and accelerating client onboarding

AT&T (Randstad Technologies), Technical Writer (Jun 2014 – Dec 2016) – Remote

- Standardized ITIL-compliant service assurance workflows by developing interface agreements and job aids, reducing cross-team ticket escalations by 25%

SKILLS

- **Documentation Strategy:** Content Strategy, Information Architecture, Knowledge Management, Style Guide Development, Docs as Code, Cross-Functional Team Leadership
- **Deliverables:** REST API Documentation, SDK Documentation, Product Integration Guides, Migration Guides, Developer Onboarding Guides, Runbooks, Technical Diagrams, User Guides
- **Cloud and Infrastructure:** AWS, GCP, Linux, Terraform, Docker, Kubernetes, Amazon EKS, Prometheus, Grafana, Argo CD, AWS CLI, gcloud CLI
- **Documentation Tools:** MkDocs, Astro, GitBook, Confluence, Scroll Sites, Zendesk
- **Developer and Automation Tools:** Git, GitHub, GitHub Actions, Bitbucket, Jenkins, Postman, Swagger, OpenAPI 3.0, Jira
- **Technical Domains:** Cloud Computing, Edge Computing, Cybersecurity, IAM, Zero Trust Architecture, Cloud Networking, IoT, SaaS, API Integration, GenAI
- **Methodologies:** GitOps, DevSecOps, SRE, CI/CD, IaC, DevOps, Agile, Scrum, ITIL
- **Languages and Data Formats:** Python, Bash, YAML, JSON, Markdown
- **Visualization and Design:** Mermaid, Figma, Lucidchart

CERTIFICATIONS

PMP, ITIL Expert

EDUCATION

MBA, BBA (Management Information Systems) – Florida Atlantic University