

Alexandra Clymer

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Senior Technical Writer

Software Documentation • AI-Optimized Content • Cloud Infrastructure • Docs as Code • Content Strategy

SUMMARY

Senior technical writer with 13+ years of experience developing user documentation for complex cloud and infrastructure systems. Extensive experience authoring API reference guides, user guides, and internal knowledge bases using docs-as-code workflows. Experienced in hands-on product testing of UI, API, and CLI workflows to ensure technical accuracy and usability. Passionate about structuring content for clarity, reusability, and AI-driven systems. Proven collaborator with engineering, product management, and support teams in fast-paced Agile environments.

SKILLS

Knowledge Areas

- XML/DITA, Markdown
- Structured authoring
- Git version control
- HTML, CSS, Python
- Swagger/OpenAPI

Tools

- Oxygen XML Editor
- VS Code
- Photoshop, Illustrator
- Confluence, JIRA
- GitHub, GitLab, Bitbucket

Document Types Written

- User Guides
- API Reference Guides
- Security Guides
- Installation Manuals
- Release Notes

WORK EXPERIENCE

Raytheon

Senior Technical Writer and Illustrator

November 2025 - Present

Aurora, CO (Remote)

Operations, Supply Chain, and Quality - Integrated Skills Development

Designed and implemented a modern docs-as-code documentation strategy, transforming legacy PDF-based documentation into a scalable HTML documentation for an Agile environment.

- Converted legacy Word documentation to Markdown. Generated a static HTML documentation site by developing custom Python tooling.
- Conducted hands-on testing of the software to ensure documentation accuracy and usability.
- Optimized content for LLM consumption. Conducted testing of responses before and after ingestion. Improved AI chatbot accuracy by converting Word/PDF content to Markdown.
- Implemented the use of JIRA to track and manage requests from the UI/UX team to the software development team. Mentored team members in creating tickets, epics, and Kanban boards.

Oracle

March 2012 - September 2025

Principal User Assistance Developer

Broomfield, CO (Remote)

Oracle Cloud Infrastructure (OCI)

Led the development of customer-facing documentation (including user guides, API documentation, troubleshooting, release notes, etc.) for an OCI cloud service. Collaborated directly with developers, product management, and support teams to create a comprehensive HTML documentation set.

- Conducted hands-on testing of UI, API, and CLI workflows to validate procedures, ensure technical accuracy, and identify gaps in usability.
- Expert in docs-as-code workflows. Worked daily with Git using a shared repository to collaborate with other writers in a global work environment.
- Wrote a Python script to automate Oracle Linux image release notes generation, reducing a task that took 5 hours to 15 minutes. Experienced in writing and reviewing code.
- Edited and enhanced Swagger/OpenAPI specifications. Worked with developers to add SDK examples. Reviewed 1,200+ description statements to improve the API reference guide.
- Leveraged AI assist tools to review and develop new content, summarize SME demos, and analyze code for API documentation.
- Mentored and onboarded new writers on the toolset, Git workflows, and publication processes. Maintained internal Confluence procedures for publication processes and best practices.
- Reworked existing content to reduce word count by 50% and significantly reduce translation cost. Skilled at creating clear and concise topic-based content using principles of minimalism.

Linux and Virtualization Training

- Developed the 'Introduction to Oracle Linux' YouTube course with 10+ videos.
- Experimented with Oracle Linux compute instances and learned Linux concepts to develop course material by capturing screens, recording audio, creating visual aids, and editing.
- Directed process improvements for video production. Created Camtasia templates to reduce the production time for new videos. Wrote guidance on audio recording and screen capture.

Apogee Scientific

August 2010 - March 2012

Project Engineer

Englewood, CO

- Performed mercury emissions testing at power plants and operated a packed-bed laboratory.
- Wrote the final technical reports for full-scale mercury testing and laboratory testing. Rewrote an outdated user guide for the mercury monitor, creating detailed equipment diagrams.

EDUCATION

Colorado School of Mines

Bachelor of Science | Mechanical Engineering | 4.0 GPA