Nabil Maynard

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SUMMARY

Software engineer and technical writer with a strong background in QA engineering, developer and learning advocacy, web and software development, writing, and community management. A self-motivated individual who quickly picks up new skills and technologies, and takes initiative to bring these skills to a team environment.

- **Communicator**: Professional demeanor and attitude, creates strong relationships;
- **Collaborator**: Works well with diverse teams, including remote and local members, unblocks others;
- **Documentarian**: Skilled researcher, documenting processes, training material, test specifications;
- **Explorer**: Takes pride in discovering how things work and sharing that knowledge;
- **Leader**: Takes initiative on projects, mentors others, identifies work and ensures it gets done.

WORK HISTORY

Senior Staff Software Engineer – ForgeRock/Ping Identity   2023-Present

- **Create** new tools and infrastructure for writing and publishing large sets of documentation;
- **Manage** projects and a development team to create or enhance documentation tools and infrastructure;
- **Configure** Jenkins automation to build documentation and related tools;
- **Mentor and Train** other technical writers on new tools and formats;
- **Collaborate** with writers and other stakeholders to ensure the needs of the documentation team are met.

Senior Staff Technical Writer – ForgeRock   2017-2023

- **Author** technical documentation for identity management software and related services;
- **Assess** new documentation platforms and implement the selected solution;
- **Develop** tools to convert existing documentation to a new format;
- **Create** tools to improve documentation;
- **Improve** documentation readability, independently and based on guidance from the design team;
- **Ensure** the documentation matches the behavior in the product through automated testing of examples;
- **Configure** Jenkins automation to build documentation and related tools;
- **Mentor and Train** other technical writers on new tools and formats;
- **Collaborate** with writers and developers in a distributed, international team.

QA Engineer – Dropbox   2013-2016

- **Advocate** for quality on core products and services, from design stage through release;
- **Institute** triage and bug filing policies and processes at a team-wide and company-wide level;
- **Coordinate** with remote test teams for time sensitive work;
- **Author** documentation and onboarding materials for the desktop client engineering team and the QA team;
- **Grow** the QA team from two to twenty-two, help establish team vision and priorities;

- **Create** test specifications and processes for multiple platforms, projects, and scopes;
- **Collaborate** with stakeholders within engineering, design, product, and support to ensure product quality each release;
- **Mentor** new QA Engineers in company practices and processes;
- **Manage** hardware and other test assets, including a library of virtual machines;
- **Evangelize** documentation and training within the company, helping create internal news sites, knowledge bases, and documentation best practices;
- **Liaise** with community members to ensure issues discovered in the field are appropriately surfaced and addressed.

Software Test Engineer – Experis 2010-2013

- **Communicate** with client, ensure needs are met in a timely manner;
- **Supervise** test teams on multiple rapidly iterating projects;
- **Train and Mentor** testers in industry standard test practices;
- **Write** and execute test cases across multiple platforms and services;
- **Collaborate** with remote and local test teams;
- **Manage** hardware and other test assets;
- **Build** and manage internal documentation at the team, project, and company level;
- **Execute** testing using formal and informal test methodologies;
- **Bug authoring** and regression testing across multiple platforms and services.

TECHNICAL

- Microsoft Office (Word, Excel, PowerPoint)
- OpenOffice/Google Apps
- macOS/Windows/Ubuntu/iOS/Android
- JetBrains IntelliJ/PyCharm
- Microsoft Visual Studio Code
- BBedit/vim/Notepad++
- Git/Subversion/CVS/RCS
- SFTP/FTP/SSH
- Terminal/Bash/Zsh
- HTML/CSS
- JavaScript
- Python
- Ruby
- Java
- Nginx
- Apache
- WordPress
- Antora
- Atlassian Confluence
- Atlassian Jira
- Maven
- Jenkins
- Docker
- Markdown
- AsciiDoc
- DocBook
- MySQL

EDUCATION

Post-Baccalaureate Studies – Portland State University 2009-2010

- Media Ethics
- Conversation Analysis

B.A. in Creative Media – Vermont College 2001-2006

- Online Communities from a User and Administrator Perspective
- Critical Games: Video Game Design Theory
- History of the National Park System and the Conservation Movement