

# Jesse Laprade

Email: [jesselaprade@gmail.com](mailto:jesselaprade@gmail.com)

Portfolio: [work.m455.casa/portfolio/](http://work.m455.casa/portfolio/)

## Professional history

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### Technical Writer

#### Shopify

April 2021 - Present

- Wrote and edited GraphQL and REST API reference documentation and release notes.
- Wrote, edited, and designed developer tutorials.
- Used Git, Vim, Insomnia, Curl, Ripgrep, FZF, tmux, Racket, and Markdown to push changes to documentation.

### Technical Writer

#### Trend Micro

February 2021 - April 2021

- Wrote, edited, and designed documentation for container security software.
- Interviewed software developers and network engineers to develop documentation.
- Provided style guide and documentation design suggestions to create a more consistent voice across documentation.
- Used Git, Vim, MkDocs, and MadCap Flare to push Markdown and XML changes to documentation.
- Used Jira to track work progress.

### Technical Writer

#### Qlik

August 2020 - November 2020

- Wrote, edited, and designed data visualization software documentation to meet WCAG 2.1 AA standards.
- Wrote alt text for flowcharts, networking diagrams, and software interfaces.
- Redesigned document structures to improve readability.
- Used Git, MadCap Flare, and Jenkins to push content changes to the web.
- Used JIRA to track work progress.

### Technical Writer

#### Public Services and Procurement Canada

May 2019 - June 2020

- Wrote, edited, and designed software manuals, style guides, convention guides, content strategies, and educational articles for architects and engineers.
- Researched and proposed task-management, communications, website-generation, and content-management software for our team.
- Programmed a stand-up bot for our team's Slack workspace in Clojure.

## Web Content Editor and Translator

### Confucius Institute

January 2015 - April 2016

- Redesigned web content layouts and schedules to ease registration processes.
- Provided Chinese-English translations for a brochure, host's script, and biographies for a concert performed at The National Arts Centre.
- Maintained content using HTML, CSS, WordPress, Word, and G Suite.

## Web Content Editor

### Centre for Rational and Cognitive Therapies

August 2013 - June 2014

- Redesigned online course-registration processes to improve user experience.
- Researched and proposed free software alternatives to reduce team costs.
- Maintained content using HTML, CSS, PHP, and LibreOffice.

## Skills and qualifications

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- **Documentation design:** Manuals, readmes, quick-reference guides, programming documentation, white papers, proposals, conventions guides, and style guides.
- **Tools:** Scribble, Pandoc, Sphinx, MkDocs, AsciiDoc, Git, LibreOffice, Tmux, Vim, Emacs, MadCap Flare, Adobe FrameMaker, Jenkins, JIRA, and Confluence.
- **Structured languages:** HTML, CSS, Markdown, reStructuredText, XML, JSON, RSS, YAML, TOML, INI, and S-expressions.
- **Certificates:** HSK Level 4 Chinese proficiency, Certificate in the Teaching of English as a Second Language (CTESL).

## Education

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- Technical Writer Post-Graduate Certificate with Honours, Algonquin College, 2019.
- Bachelor of Arts with Honours in Applied Linguistics and Discourse Studies. Minor in Mandarin Chinese, Carleton University, 2017.

## Workshops

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- Shopify's Write the Docs, February 2020: Presented a [workshop on Scribble](#), a programmatic documentation tool.

## Projects

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- [m455.casa](#): Setup, secured, and maintained a Linux server using SSH, nginx, Fail2Ban, rsync, Git, Pandoc, Markdown, HTML, CSS, Gitea, and Oragono.
- [nicethings](#): Programmed and documented a decentralized, command-line tool used to cheer people up on shared Unix servers.
- [fa](#): Programmed and documented a command-line agenda.
- [wg](#): Programmed and documented a static website generator.
- [rodo](#): Programmed and documented a command-line todo list.
- [Pigeon](#): Edited specifications for an off-grid, server-less, peer-to-peer protocol.