

# Ashley Henry

*A technical writer with 15+ years of experience building docs-as-code ecosystems for developer products. Experienced in documentation architecture, analytics-driven content strategy, and automation using GitHub Actions and LLM workflows.*

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Reading, PA

## EXPERIENCE

10/2019 - 03/2026

**LEAD TECHNICAL WRITER - POSIT (FORMERLY RSTUDIO)**

Remote

- Wrote, edited, and reviewed documentation across Posit's enterprise products.
- Maintained and scaled the docs.posit.co documentation ecosystem, supporting multiple enterprise products through a docs-as-code workflow.
- Developed and maintained Quarto extensions that supported a shared documentation theme across multiple sites.
- Tracked and prioritized work in Jira; triaged documentation requests and coordinated cross-team documentation efforts.
- Managed documentation storage and lifecycle via S3; archived deprecated or unsupported content.
- Maintained the internal style guide and documentation best practices; conducted reviews and provided guidance, training, and mentorship to writers and developers.
- Maintained the internal documentation site to onboard new contributors and improve team knowledge sharing.
- Analyzed Google Analytics and Google SEO search data to identify areas for improvement and improved navigation and discoverability.
- Contributed to product testing and provided feedback to development teams during feature development.
- Built automation workflows using LLMs and GitHub Actions to generate documentation tasks, streamline updates, and scale documentation coverage for a small writing team.

04/2019 - 10/2019

**SENIOR TECHNICAL WRITER - METLIFE (Contract)**

Remote

- **Leadership:** Analyzed and documented IT operations incident resolution processes and authored Standard Operating Procedures (SOPs).
- **Collaboration:** Partnered with SMEs to gather necessary details, facilitated validation meetings, and participated in final documentation reviews.
- **Day-to-day:** Authored, edited, and reviewed SOPs.

11/2017 - 11/2018

**TECHNICAL WRITER - WARNER BROS. GAMES NY (Contract)**

Troy, NY

- **Leadership:** Participated in technical and design discussions with external developers, acted as a strategic partner to accelerate adoption, ensured best practices during implementation, and standardized documentation processes across tools and services.
- **Mentorship:** Worked with engineers to define documentation requirements and improve knowledge-sharing tools.
- **Day-to-day:** Tested REST APIs and SDKs, updated related documentation, and supported feature testing as part of the QA team.
- **Notable:** Authored the Developer API Getting Started guide.

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06/2017 - 08/2017 **PROPOSAL WRITER - INFRASTRUCTURE (Contract)** Troy, NY

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- **Day-to-day:** Authored, updated, and reviewed proposals in response to clients' Requests for Proposals (RFPs) and Statements of Work (SOWs).

10/2015 - 04/2017 **TECHNICAL WRITER - NOVETTA** Boston, MA

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- **Leadership:** Led all documentation efforts for major software releases of Ageon 2.2.
- **Communication:** Effectively communicated with coworkers across six Scrum teams to gather technical information for two products.
- **Day-to-day:** Created, maintained, and published two Online Help sites (administrator and user guides) for a cutting-edge real-time web application.
- **Notable:** Reduced the administrator guide by 437 pages, improving usability and reducing maintenance overhead.

## ADDITIONAL EXPERIENCE

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09/2014 - 10/2015 **TECHNICAL WRITER - JACOBS** Hanscom, AFB

06/2013 - 09/2014 **TIME COMPLIANCE TECHNICAL WRITER - HARRIS** Hanscom, AFB

01/2013 - 06/2013 **SYSTEMS ADMINISTRATOR / CLIENT HELP DESK TECHNICIAN - CENTECH** Hanscom, AFB

05/2011 - 12/2012 **INFORMATION SYSTEMS TECHNICIAN (IT3) - UNITED STATES NAVY** Global

## MY TOOLBOX

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<b>Tools:</b> <ul style="list-style-type: none"><li>• Quarto</li><li>• MkDocs</li><li>• MadCap Flare</li></ul>	<b>Languages:</b> <ul style="list-style-type: none"><li>• Markdown</li><li>• CSS</li><li>• HTML</li></ul>	<b>Analytics &amp; optimization</b> <ul style="list-style-type: none"><li>• Google Analytics</li><li>• Google Search Console</li></ul>	<b>Productivity &amp; collaboration</b> <ul style="list-style-type: none"><li>• Slack</li><li>• Confluence/JIRA</li><li>• Google Workspace</li><li>• Miro</li></ul>
<b>Editors/IDEs:</b> <ul style="list-style-type: none"><li>• VS Code Editor</li><li>• RStudio</li><li>• Positron</li></ul>	<b>Developer Tooling:</b> <ul style="list-style-type: none"><li>• Git</li><li>• GitHub &amp; GitHub Actions</li><li>• Jenkins</li></ul>	<b>Cloud &amp; deployment</b> <ul style="list-style-type: none"><li>• Amazon S3</li><li>• Netlify</li></ul>	<b>AI tooling</b> <ul style="list-style-type: none"><li>• Claude Code</li><li>• Kapa.ai</li><li>• ChatGPT &amp; Gemini</li></ul>

## EDUCATION, CERTIFICATIONS, & COMMUNITY SERVICE

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- Bachelor of Science in Interdisciplinary Studies, Fitchburg State University
  - Minor in Communications Media Graphic Design
- ECHL Adirondack Thunder (NHL NJ Devils Affiliate), Communications Media Internship
- ECHL Adirondack Thunder Wives: Raised \$7,597.47 for Mission 22 and \$1,000 for the CR Wood Cancer Center
- University of British Columbia Sauder School of Business, Marketing 1x Certification
- Codecademy JavaScript 101
- MindsMapped SDLC Training