

ERIC SHEPHERD

Maryville, Tennessee | 865-406-1244 | sheppy@sheppyware.net | <https://linkedin.com/in/sheppy>

SENIOR TECHNICAL WRITER

Senior Technical Writer and Software Engineer with over 25 years of experience writing high-quality developer documentation for operating systems, the web platform, and cloud service SDKs. Proven ability to distill complex technical concepts into clear, developer-focused content, with a track record of providing extensive, quality code examples. Experienced in environments ranging from startups to multinational enterprises and open-source non-profit organizations.

AREAS OF EXPERTISE

Technical Writing | Technical Editing | Developer Documentation | Technical Documentation | Information Architecture | API Documentation | Copy Editing | Proofreading | Software Development | Software Engineering | Developer Services | Web Development | Agile Problem Solving | Developer Support | Reference Documentation | Tutorial Writing | Code Example Development | Attention to Detail | Collaboration | Technical Standards | Strong Problem-Solving Skills

TECHNICAL SKILLS

Programming languages: C | Swift | Python | JavaScript | HTML | CSS | C++ | XML | Objective-C | Rust | Bash
Tools and services: Visual Studio Code | Xcode | BBEdit | PyCharm | Git | GitHub | Bugzilla | AWS | Oxygen XML

PROFESSIONAL EXPERIENCE

Senior Developer Writer

Amazon Web Services (AWS) | Seattle, Washington | Remote

Oct 2020 – Oct 2025

- Created and maintained the AWS SDK for Swift Developer Guide from its pre-alpha inception through October 2025, improving usability and discoverability of the SDK.
- Wrote dozens of code examples for macOS, Linux, and iOS using the SDK for Swift, using Visual Studio Code and Xcode and both Swift 5 and 6.
- Tested the AWS SDK for Swift and offered valuable feedback that resulted in at least five serious bugs being fixed and improving the user experience through improved semantics.
- Created the first developer guide for an as-yet unreleased AWS SDK, improving discoverability and usability. Also wrote a corresponding example in Python showing how to use the SDK.
- Maintained the developer guide for the AWS SDK for Python (Boto3), improving accuracy and thoroughness of the documentation.

Senior Technical Writer

Mozilla Corp. | Mountain View, California | Remote

Mar 2006 – Aug 2020

- Created and maintained hundreds of pages of documentation for the Mozilla Developer Network (MDN) documentation wiki, covering HTML, CSS, and JavaScript as well as advanced Web APIs including WebXR, WebGL, game controllers, audio and video playback and sampling, WebRTC, and WebSockets.
- Developed extensive code examples using JavaScript, HTML, and CSS, enabling developers to better understand the documentation and the subjects being covered.
- Provided daily guidance and assistance to MDN contributors, helping them make more and better contributions to the open-source documentation on MDN. Also provided frequent assistance to web developers from both inside and outside Mozilla using IRC, social media, and email.

ADDITIONAL WORK EXPERIENCE

Senior Technical Writer / Senior Developer Services Engineer

PalmSource, Inc. | Santa Clara, California | Remote

Wrote thousands of pages of documentation with code examples for Palm OS, covering communications (such as Bluetooth, IrDA, and networking), driver design, user experience, and operating system internals. Also documented and wrote sample code for Palm programming using Java 2 Micro Edition.

Senior Technical Writer

Be, Inc. | Menlo Park, California

Wrote hundreds of pages of documentation and dozens of code examples for the Be Operating System, from Preview Release 3 through Release 6, using Adobe FrameMaker. Topics included graphics, user interfaces, printing, networking, and driver design. Also developed a more advanced, user-friendly version of the bundled web server, to add logging, configuration options, and more.

Software Engineer

Logicware, Inc. | West Covina, California

Ported four game titles from Windows to macOS using C and C++. Led the development team for a new cross-platform Windows/Mac game for children, using C. Also maintained industrial control software for MS-DOS, also in C; this included visiting customer sites to test and debug the software using their configuration.

Operating System Quality Assurance Engineer

Apple, Inc. | Cupertino, California

Wrote test plans, then wrote the corresponding tests in C for upcoming operating system releases. Found and reported dozens of operating system bugs including data-loss bugs.

PORTFOLIO

Examples of my work can be found at <https://www.bitstampede.com/hire-me/>.

EDUCATION

Computer Science

University of California – Santa Barbara | Santa Barbara, California

Completed five years of coursework toward a Bachelor of Science (BS) in Computer Science in the College of Engineering. Completed all but my final term due to a scheduling problem that makes a great story in job interviews.

REFERENCES

Available upon request.