

Zain Haq

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SKILLS

Technical documentation: API docs, SDK docs, developer guides, integration guides, docs-as-code, AI-assisted drafting and review

Tools and workflows: Markdown, Git, GitHub, Docusaurus, Sphinx, ReadMe, OpenAPI/Swagger, Figma, Jira, Confluence, Jenkins

Languages and platforms: Python, bash, GraphQL, REST APIs, Kubernetes, cloud-native infrastructure, CI/CD

EXPERIENCE

Amazon

Seattle, WA

Technical Writer

Mar 2025 – Present

- Built a VS Code extension integrated with Amazon Bedrock to score Markdown documents for editorial accuracy and validate technical content against internal and public-facing documentation
- Create and maintain documentation supporting the launch of Amazon Supply Chain Services
- Create and maintain documentation for Buy with Prime GraphQL APIs and related developer guides, including Buy with Prime Salesforce Commerce Cloud integration guides
- Partner with product managers, engineers, and solutions architects to deliver documentation for developers and end users
- Review and approve technical content, ensuring accuracy, clarity, and alignment with company standards
- Collect and distribute developer feedback to identify areas for improvement in documentation strategy

H2O.ai

United States, Remote

Senior Technical Writer

May 2023 – Nov 2024

- Led the migration of H2O.ai's documentation platform to Docusaurus, enhancing usability, scalability, and developer integration
- Built a Pandoc pipeline to convert Markdown documentation to PDF for Dell AI Factory platform validation of H2O AI Cloud
- Led weekly stand-up meetings with the documentation team to coordinate project priorities, address roadblocks, and ensure alignment with overall product development timelines
- Mentored junior technical writers, providing guidance on writing style, tools, and workflows to enhance team performance and documentation quality
- Documented deployment workflows and best practices for distributed machine learning platforms, including cloud-native, self-hosted, and Kubernetes-based environments
- Integrated documentation workflows with Jenkins pipelines, automating the generation and deployment of API documentation updates to ensure timely delivery and consistency
- Tested and evaluated in-product UX text for clarity and usability, identifying improvements through hands-on experimentation with the application

Technical Writer

Jun 2019 – May 2023

- Documented H2O.ai's predictive AI platform using a docs-as-code workflow
- Created and maintained API documentation using OpenAPI/Swagger, covering endpoints, schemas, and authentication workflows
- Analyzed user feedback to identify documentation gaps and prioritize content updates

EDUCATION

Northern Illinois University

DeKalb, IL

Bachelor of Arts (B.A.), English Studies in Literature