JOSHUA SERA

SUMMARY

Technical Writer, Prototyper and Software Engineer with 15+ years of experience in the software industry.

SKILLS

- **Writing:** Technical Writing and UX Writing
- **UX Design:** Sketch, Figma, OmniGraffle, and Adobe Creative Suite
- **Development:** HTML, CSS, JavaScript, React, Bootstrap, Android, and iOS Development, Java, Python, RESTful Web Services, APIs (development and documentation)
- **Tools:** Git, JIRA, Confluence, and Microsoft Office, Google Suite

PORTFOLIO

http://www.joshsera.com/

EXPERIENCE

Technical Writer / Service Engineer // Polyverse; Bellevue, WA   02.2019 - 07.2021

- Wore several hats at Polyverse, a cybersecurity startup, including writing documentation for all products.
- Compiled scattered documentation into a single set of documents for main product, and later wrote all documentation for their build farm product. The build farm was later sold to the US Navy.
- Managed the website, cleaned up the website's code base, and hired a junior developer to help with maintenance tasks.

UX Prototyper, Designer and Developer // Microsoft (Contract); Redmond, WA   2018 - 2022

- As a UX Prototyper, I created the original prototype for Word's voice commands, which made it into production in the form [seen here.](#)
- As a UX Developer and Designer, I designed and wrote an interactive demo highlighting new features for Visual Studio's Intellicode.

Web Development Immersive Instructor // General Assembly; Seattle, WA   09.2015 - 04.2016

Taught the WDI course, which takes people with little to no previous technology experience, and over the course of three months, teaches them the skills to create websites from back-end to the frontend, from the ground up.

Senior Software Engineer // Consulting; Seattle, WA   2000 – 2018

As a Senior Software Engineer and Consultant, for over a decade I contributed via hands on development and technical writing to a wide range of web and mobile software products for many Seattle technology focused companies, key projects include:

Walt Disney Parks and Resorts Online // Mobile Project

- As a senior iOS Engineer, I helped build features for My Disney Experience and ensured it shipped under a tight timeline to support Disney's Magic Band devices. Introduced code review procedures and moved the team to using the Git Flow source control methodology for handling multiple releases.

Starbucks Corporation // Mobile Project

- Rewrote primary consumer facing Starbucks Android app. Implemented tipping notifications, as well as re-wrote their data access layer, introduced unit tests, code reviews and Git Flow, enabling Starbucks to release a stable app and keep track of the state of previous releases.

Walt Disney Parks and Resorts Online // Mobile Web Project

- Key Engineer on responsive web initiative to make Disney's theme park websites responsive, using modern HTML5 and CSS3 techniques. Additionally, I was responsible for code reviews for other team members, keeping wiki documentation up-to-date, interfacing with design and architecture, and providing advice on mobile strategy for senior leadership.

Republic Services // Web Application Project

- At Republic, I worked with Angular, Bootstrap-UI, Gulp, RequireJS, Bower to build a wide range of front-end features. Created custom components and directives, optimized performance and refactored the application to make it more performant and RESTful.

Pirch // Web Application Project

- Pirch was a high-end appliance retailer that was adapting Apple's retail sales model to home renovation projects. I led a 4-person team to create a point-of-sale web app, used in-store. We used ASP.NET's MVC4 framework on Microsoft Azure to build a scalable application to provide information on products, take customer information, and send orders.

EDUCATION

General Assembly UXDI Program