Andras Blake

Seattle, WA, (206) 665-9559, work@andrasblake.com, linkedin.com/in/andrasblake

Summary Qualifications

- Multidisciplinary technical writer and business systems analyst with 15+ years of experience writing, editing, and managing end-to-end enterprise and end-user documentation.
- Proven ability to lead documentation strategies, manage NFR compliance, and facilitate cross-functional teams to deliver scalable content for cloud, infrastructure, and SaaS platforms.
- Successfully owned, authored, and delivered all documentation for Microsoft InfoPath 2010 (on office.com) and Hitachi UCP (12 books, 2,500 pages), meeting tight deadlines.
- Produced and coordinated communications and translations in 7 languages for 3500 global home-based office users.
- Adept in SDLC, Agile/Waterfall methodologies, and enterprise architecture frameworks such as TOGAF and SAFe.

Core Skills

- **Technical Writing**: Information Architecture, Knowledge Management, Content Strategy, Audience Analysis, Research, Editing, Technical Editing, Proofreading, Content Management, Documentation, Communications, Content Development, Systems Modeling, Machine Learning, AI Assisted Documentation Workflows, Technical Content, DITA, UI Text, Manuals, API, CLI, Storyboards, Website Copy, Functional Specifications, Knowledge Base, SOPs, Best Practices, Use Cases
- **Business Systems Analysis**: Dashboards, Data Analysis, Business Integration, Gap Analysis, Workflows, Process Flows, Optimizations, Analytics, Task Analysis, Interviews, Business Processes, Sourcing, Flowcharts, Vendor Management, Stakeholder Management, Metrics
- **Additional Competencies**: Experience Design, Business Architecture, Project Management, Project Coordination, Project Tracking, Technical Expertise, Technical Support
- **Industry Experience**: Telecommunications, Software, Hardware, Publishing, Energy, Legal, Manufacturing, Online Services, Information Technology

Experience

Senior Business Systems Analyst / Senior Technical Writer

GCI (General Communication, Inc.), 09/2017 – 11/2024

- Developed and launched a SharePoint-based file management training program to support company-wide digital transformation.
- Collaborated with executives, project stakeholders, and technical representatives to standardize organizational content and information architecture.
- Designed and led the enterprise NonFunctional Requirements (NFR) program in partnership with the Enterprise Security Office (ESO) to apply uniform corporate governance, security, and standards compliance across business-critical systems.
- Administered and automated Enterprise Architecture repositories using Power Automate, standardizing template deployment and document control.

Senior Technical Writer

YP (Yellow Pages) / GoDaddy / DaVita / Flow International, 08/2015 – 08/2017

- Authored Waterjet CutModel SDK/API documentation and in-product CAD/CAM content.
- Created and maintained internal documentation for network operations and HIPAA-protected data warehouse reports.
- Authored and revised website and WordPress content, aligning with brand and regulatory standards.

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Senior Technical Writer / Documentation Coordinator

Hitachi Data Systems, 08/2010 – 12/2014

- Owned and authored all documentation (12 books, 2,500+ pages) for UCP, a private cloud and IT infrastructure (IaaS) platform.
- Collaborated with developers and QA personnel to produce documentation to facilitate smooth customer engagement, build, breakdown, and on-site installation processes.
- Reviewed and approved UI storyboards and customer-facing text as part of the UX team.

Technical Writer

Microsoft, 08/2008 – 08/2010

- Authored all online end-user content for Microsoft InfoPath 2010 on Office Online (www.office.com).
- Analyzed Office 2007 customer feedback to identify and address cross-product documentation gaps.
- Produced videos to support written content and enhance user understanding.

Education

Associate in Business, Bellevue College

- Honors: High Distinction (Phi Theta Kappa)

Certifications

- TOGAF 9 Foundation, The Open Group
- SAFe 4 Architect (4.6), Scaled Agile
- Aha! Roadmaps (Professional), Aha! Academy
- Six Sigma Green Belt (in progress)

Conferences Attended

- 2024 Business Architecture Innovation Summit
- 2019, 2022, 2023, and 2024 Information Architecture Conference
- 2018 Information Architecture Summit
- 2019 ContentTech

Additional Skills

- **Soft Skills**: Problem Solving, Adaptability, Presenting, Public Speaking, Conflict Mitigation, Innovative Thinking, Peer Review, Analytical, Agile, Traditional, Waterfall, Subject Matter Expert, Mentor, Leadership, SME, Continuous Improvement
- **Business Architecture and Strategy**: Archi, Archimate, Lean, TOGAF, Goals, Drivers, Risks, Constraints, Assumptions, Requirements, Dependencies, Process Modeling, Roadmapping, Requirements Development, Business Capability Modeling, Operating Models, Non-Functional Requirements, Functional Requirements, Requirements Specifications, SDLC, Supporting Teams
- **Business Systems**: Systems Comparison, System Selection (Gartner, Forrester), Specifications Analysis, Integration Design, IT Integration, Master Data Management (MDM), Pain Points, User Stories, ERP, TMForum, Activity Diagrams, Business Requirements, System Requirements, System Models
- **Systems and Programs**: Microsoft Office, Teams, Word, Excel, Access, PowerPoint, Visio, InfoPath, Adobe FrameMaker, MadCap Flare, Jira, SharePoint, SVN, RoboHelp Office, Photoshop, GIMP, Adobe Acrobat, QuarkXPress, Visual SourceSafe, Publishing Tools, Tableau, Wiki, Joomla!, Drupal, Confluence, XMetal, Power Automate, Power BI, Eclipse, Dreamweaver, FrontPage, Windows, Linux, Terminal/SSH, Servers, Storage Arrays, Networking Equipment, SAP
- **Languages**: HTML, Markdown, CSS, XML, ASP, PHP, VBScript, JavaScript, SQL, Object Oriented Java, JUnit, Perl