Joshua Sera
Technical Writer, UX Designer, Design Technologist

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Summary

I am a writer, designer and developer that loves breaking concepts down and making them comprehensible to everyone. Complicated technology doesn't need to be complicated to use, and presenting that technology to people in the most comprehensible way possible is crucial to success.

Skills

Writing: Technical Writing, UX Writing
Productivity Tools: Microsoft Office Suite, Git
Software Development: 20 years of software development experience, using HTML/CSS/JS on the front end, C#, PHP, and NodeJS on the backend, and Java and Objective-C on Mobile

Selected Technical Writing Experience

(A full listing of my technical work experience can be found on my LinkedIn profile, see the link above)

Affirma (at Meta)

9/2023 - 1/2025
Technical Writer
At Affirma, I worked at Meta and other big 5 companies as a technical writer. My longest assignment was documenting the entirety of Meta's internal videoconferencing tool, to ensure that new developers could come up to speed quickly, and that tribal knowledge wasn't lost in a "hit by a bus" scenario. This involved coming up with a plan and structure for documentation, based on my own experience of 20 years, figuring out who was the most knowledgeable and communicative on the team, (Which can be its own challenge!) conducting interviews, and ensuring technical accuracy.

Polyverse

2/2019 - 7/2021
Technical Writer, Website Manager, Professional Services Engineer
Among the many hats I wore at Polyverse, a cybersecurity startup, was writing documentation for all of their products. When I was hired, I compiled scattered documentation into a single set of documents for their main product, and later wrote all of the documentation for their build farm product. The build farm was later sold to the US Navy.

Walt Disney Parks and Resorts Online

2/2012 - 1-2013, 8/2013 - 4/2014
Senior Developer
While working as a senior developer, both on WDPRO's website, and the MDX mobile app, I also took charge of documenting UI components, APIs, and source control workflows. I lead the implementation of the Git Flow methodology within Disney, meaning I had to teach a team of 30+ developers how to use it, and provide documentation for it after I left.

Experience at Microsoft

Allovus

12/2021 - 7/2022
Motion Designer and Developer
In this position at Microsoft, I implemented and designed motion graphics for a variety of other teams using CSS and Javascript animation techniques. My work can be seen on the Visual Studio 25th Anniversary site, and in interactive demos for new Intellicode features on Visual Studio's site. The demos and animations that I designed for Intellicode's new features measures in the tens of kilobytes, instead of the hundreds of megabytes that the previous videos took up.

Technology used: HTML5/CSS3/JavaScript, CSS3 animations, React

Allovus
2/2018 – 10/2018
UX Prototyper
At Allovus, I developed prototypes for user testing at Microsoft's Office Sway team, using a variety of platforms. I worked on gesture recognition using C# and voice recognition prototypes on the UWP platform. Prototypes need to be written quickly and stably, since crashes during testing can easily ruin a session. Being communicative, responsive to changes, intuitive about the needs of users, and able to work with designers in order to make ideas work are of prime importance. I created the original prototype for Word's voice commands, which made it into production in the form seen here:

https://www.youtube.com/watch?v=2zfnWTSObfc

Technology used: Git, Github, React, HTML5/CSS3/JavaScript, Typescript, C#, WPF, Voice recognition

Teaching
General Assembly
9/2015 - 4/2016
Web Development Immersive Instructor
At General Assembly, I taught the WDI course, which takes people with minimal previous technology experience, and over the course of three months, teaches them the skills to create websites from back-end to the front end, from the ground up.

Education:
General Assembly UXDI Program
Jun. 2017-Aug.2017