

NICHOLAS WHITE

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[Portfolio: documentation and systems case studies](#)

SENIOR TECHNICAL WRITER | DOCUMENTATION SYSTEMS

SUMMARY

Senior technical writer and documentation engineer with 18 years supporting Microsoft products as an employee and contractor. Creates product and developer documentation grounded in source research, hands-on validation, and work with engineers. Builds authoring, review, and release workflows with Python and PowerShell. Brings practical experience in content governance, docs-as-code, and AI-assisted documentation tools.

CORE SKILLS

- **Product documentation:** Software documentation, release notes, deployment guidance, troubleshooting, procedural content, reference content, and information architecture
- **Documentation systems:** Release-content workflows, content audits, source reconciliation, publishing checks, metadata validation, and content governance
- **Publishing:** Microsoft Learn, docs-as-code, Markdown, HTML, YAML, DocFX, Git, GitHub pull requests, and editorial review
- **Automation and tools:** Python, PowerShell, Node.js, REST APIs, Azure DevOps, GitHub Actions, Microsoft Graph, Power BI, and Kusto

PROFESSIONAL EXPERIENCE

Microsoft | Technical Writer

Jun 2022 - Aug 2026

Microsoft Intune Documentation, Microsoft Learn

May 2025 - Aug 2026

Writer of record for the App Management, Developer, and Device Management Reporting areas of Microsoft Intune documentation.

- **Release delivery:** In a Nov 2025–Apr 2026 sample, documented 32 Intune features across six service releases with zero slipped deliverables; authored and merged 58 pull requests touching 149 unique articles.
- **Content lifecycle:** Built workflows connecting Azure DevOps research, pre-release drafting, product-manager approval, GitHub review, publication, and archive maintenance.
- **Integration guidance:** Authored onboarding documentation for more than 20 third-party mobile application management integrations, with coordinated release notes and protected-app reference updates.
- **Editorial quality:** During that same period, reviewed and merged 48 teammate pull requests; maintained ownership and release dashboards for a five-writer team.
- **Team tooling:** Distributed a 14-skill toolkit with automated installation and configuration; its release-content workflows each replace 1 to 2 hours of manual work per writer per monthly release across five writers.
- **Workflow automation:** Built a 92-skill AI-agent operations platform for release drafting, review, work-item hygiene, repository tasks, and reporting, with a schema-validated catalog and GitHub Actions checks.
- **Content integrity:** Detected 40 silent article-ownership changes after a docset restructuring, restored ownership on 11 articles, and recreated 17 pull requests through a reusable audit workflow.

Microsoft 365 Apps and Office Deployment Documentation

Jun 2022 - May 2025

- **Office LTSC 2024:** Led release documentation from preview through general availability, creating six new articles and updating more than 40 articles about licensing, activation, deployment, and Arm-based Windows compatibility.
- **New Outlook:** Delivered the customer-facing documentation set for the new Outlook release in partnership with product stakeholders.
- **Content health:** Raised freshness for owned content to 92.1% against an 85% organizational goal through targeted audits and SME collaboration.
- **Review efficiency:** Reduced group-policy string review time from about 60 minutes to under 10 minutes with an AI-assisted review workflow that retained human verification.

Microsoft, contract via Aquent | Office Content Writer

2011 - 2022

- Wrote and maintained Microsoft 365 Apps and Office support documentation from 2014 onward, including customer-facing and support-agent content for Microsoft Office products.
- Designed Power Virtual Agents and Alchemy chatbot dialogs for Microsoft Get Help and web support; applied search optimization to improve support-content discoverability.

Microsoft, contract via CompCon Tech | Forum Moderator and Tier 3 Support

2008 - 2011

- Moderated Microsoft Answers support forums, published daily top-issue reports, and wrote bug, process, and Help and How To documentation.
- Resolved Tier 3 escalations through structured troubleshooting, root-cause diagnosis, and proactive customer communication.

CERTIFICATIONS AND RECOGNITION

CompTIA A+. Microsoft Accessibility in Action badge, 2022. Transformative tier of the Microsoft AI-enabled work framework, manager-assessed in 2026.