

Roger Smith II

Technical Writer | Content Designer | UX Writer | Conversational Designer

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PROFESSIONAL SUMMARY

Technical writer and content designer with 6 years of experience at Amazon Web Services, where I was the content owner across five cloud products simultaneously. I wrote user guides, API references, UX copy, release notes, and help content for audiences ranging from enterprise IT administrators to software developers to everyday users. I launched AWS User Notifications from scratch, owned the content strategy end to end, and drove a 25% increase in feature adoption. I also served on the Fit and Finish Review Board, a mandatory pre-release process where I reviewed UX copy across products before anything shipped. I hold dual master's degrees in Human Computer Interaction from Georgia Tech and Game and Interactive Media Design from RIT, and my peer-reviewed research has been cited 14 times in scholarly literature. I recently built and shipped a client-side content auditing tool using Claude Code, implementing a published AEO scoring rubric with automated checks and a custom text-extraction engine. Portfolio at rsmithii.com.

AREAS OF EXPERTISE

- Content Design • UX Writing & Microcopy • Conversational Design
- API & SDK Documentation • Content Systems & Patterns • Voice & Tone Development
- AI-Integrated Workflows • Accessibility & Inclusive Content • Mentoring & Leadership
- Information Architecture • SEO Content Optimization • Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Amazon Web Services (AWS)

Atlanta, GA (Remote)

Senior Content Designer / Technical Writer, L4 → L5 (promoted 2021)

Jan 2021 – Jan 2026

For five years I was the content owner across five AWS cloud products, writing for web, mobile, and AI-powered chat surfaces. I worked directly with product managers, engineers, and UX designers to understand features, validate accuracy, and get documentation out on launch day. The content standards and documentation patterns I set were adopted by other teams. I also served on the Fit and Finish Review Board, a mandatory pre-release process where I reviewed UX copy across products I did not directly own before they shipped.

- Technical writer across 5 AWS products: Amazon Q in chat applications, AWS Management Console, AWS Mobile Console, AWS User Notifications, and AWS UX Customization. Delivered 45 feature launches including 5 user guides and 4 API references. All documentation went out from a Git repository on launch day using a docs-as-code workflow with Markdown and GitHub.
- Contributed to the AWS CloudFormation User Guide, writing the resource properties and return values for AWS User Notifications and Amazon Q in chat applications.
- Contributed documentation, help panel copy, and UI text for the myApplications feature on the AWS Management Console, which drove a 5.5x increase in weekly application creation within six weeks of launch.
- Wrote response copy and error states for the Amazon Q command-based chatbot in Slack and Microsoft Teams, defining what the assistant communicated when commands succeeded, failed, or fell outside its scope — including the full response redesign when the product expanded from read-only to mutative commands.
- Served as the Technical Writer on the Fit and Finish Review Board, a mandatory pre-release UX governance process, evaluating and providing feedback on UX copy for new features across teams to ensure consistency, clarity, and quality before launch.
- Built scalable documentation and UX copy templates for AWS User Notifications, enabling writers across the organization to adopt base content and customize it for their specific service integrations without starting from scratch.
- Created an emoji guide for Amazon Q in chat applications, mapping emoji conventions to existing documentation standards to ensure language coherence across chat and web surfaces — a content system that scaled without ongoing involvement.
- Applied SEO best practices including strategic keyword placement in XML metadata, intentional URL naming, heading hierarchy optimization, and abstract writing to maximize content discoverability at scale.
- Recommended a junior writer for a full-time role, then mentored her throughout her tenure at AWS until her promotion — a relationship that continues today.

Technical Writer (Internship)

May 2020 – Aug 2020

- Produced developer-centric code examples in Python and JavaScript and created an in-depth integration tutorial for Amazon Q in chat applications and Lambda, resulting in measurable uptick in user comprehension within one month of publication.

U.S. Government Accountability Office (GAO)

Washington, DC

IT Analyst

Jan 2018 – Aug 2018

Supported performance audit engagements evaluating mission-critical IT acquisitions across 24 federal CFO agencies, conducting research, data analysis, and stakeholder coordination in support of Congressional reporting.

- Developed methodology and scope for engagement analysis of approximately 120 mission-critical IT acquisitions, creating survey instruments and analyzing data to support evidence-based rankings and findings.
- Performed content analysis of existing GAO reports to develop criteria for government-wide evaluation framework, coordinating with team members and stakeholders to ensure accuracy and completeness.
- Contributed to GAO-15-56 (December 2014), a federally mandated audit report to Congressional committees evaluating HUD's IT governance practices — acknowledged by name in the published report.

MITRE

McLean, VA

Communications Designer / UX Lead / Technical Writer (Internship)

May 2019 – Nov 2019

- Developed and refined technical documentation in support of federally funded R&D initiatives, producing a user guide for government analysts and designing infographics to distill complex data for non-technical audiences.
- Led UX design for a conceptual virtual hallway system, performing task analysis, producing wireframes and user flows, and conducting focus groups and interviews that directly shaped design strategy.
- Led a 3D printing initiative focused on assistive technology development, winning Best Overall Project in MITRE's 3D Printing Competition.

Cartoon Network

Atlanta, GA

Digital Media Intern

Jan 2019 – Apr 2019

- Evaluated gameplay experience and UX across iOS, Amazon, and Android platforms for Cartoon Network mobile titles including Steven Universe: Shattered Dreams, Teeny Titans 2, and Smashy Piñata, providing actionable content insights to optimize user engagement.
- Partnered with game producers, creative directors, and developers to refine game mechanics and interface design, improving user satisfaction and interactive quality across platforms.

Vanderlande

Alpharetta, GA

Technical Writer (Internship)

Jan 2020 – Apr 2020

- Generated technical documentation for material handling systems, delivering user manuals that translated complex engineering concepts into accessible content and building an internal team portal to centralize documentation.

Rochester Institute of Technology

Rochester, NY

Graduate Researcher

Sep 2015 – May 2017

- Designed and executed a mixed-methods study with 53 participants integrating quantitative surveys and qualitative interviews; published and presented findings at the 2016 RESPECT Conference, cited 14 times in scholarly literature.

EDUCATION

MS in Human Computer Interaction | Georgia Institute of Technology, Atlanta, GA

MS in Game and Interactive Media Design | Rochester Institute of Technology, Henrietta, NY

BS in Computer Information Systems | Hampton University, Hampton, VA

TECHNICAL SKILLS

Adobe Photoshop, Confluence, Figma, GitHub/Git, HTML/CSS, Jira, JSON, Logic Pro, Microsoft Office Suite, Oxygen XML Editor, Unity, Wireframing, XML

ACADEMIC PROJECTS & AWARDS

GloomBox — Designed and developed a 2D puzzle-platformer in Unity featuring audio-driven NPC behavior mechanics; led core game design, level development, and implementation of music interaction systems, 05/2017.

Best Overall Winner, 3D Printing Challenge | MITRE, 2019

GEM Fellow | National GEM Consortium, 2015

PUBLICATIONS

Understanding The Impact of QPOC Representation In Video Games | IEEE Xplore Digital Library, 02/2017 | Cited 14 times