

MICHAEL SCARBOROUGH

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[linkedin.com/in/miscarborough/](https://www.linkedin.com/in/miscarborough/) | github.com/MackMike/michael-scarborough-technical-writing-portfolio

Technical Writer / Documentation Specialist / Technical Editor

PROFESSIONAL SUMMARY

Technical writer and editor with a background in macOS systems engineering, endpoint management, and enterprise IT. Experienced in creating user guides, administrator documentation, knowledge base articles, getting-started guides, troubleshooting content, workflows, playbooks, and process documentation for technical teams and end users. Combines strong writing and editing skills with hands-on expertise in macOS, Jamf Pro, and security-focused enterprise environments. Portfolio includes technical writing samples in Markdown and GitHub-based formats, technical editing work, and introductory DITA-based structured authoring.

CORE SKILLS

Technical Writing • Technical Editing • Knowledge Base Documentation • User Guides • Administrator Documentation • Getting-Started Guides • Troubleshooting Content • Process & Workflow Documentation • Information Architecture • Structured Authoring Fundamentals • DITA Fundamentals • Markdown • GitHub • SME Collaboration • Cross-Functional Communication

TOOLS & TECHNOLOGIES

Markdown • GitHub • Microsoft Word • Jira • ServiceNow • Microsoft 365 • Internal Wiki Platforms • macOS • iOS • Jamf Pro • Jamf Connect • Jamf Protect • AirWatch • Intune • Bash • AppleScript

EXPERIENCE

Technical Editor – Apache Software Foundation, Forest Hill, MD | *July 2024 – Present*

- Serve as technical editor for OpenOffice user documentation, with primary responsibility for Calc user guides.
- Review and revise published user guide content for clarity, consistency, usability, structure, and technical accuracy.
- Improved the readability and editorial quality of the Calc 4.1, Draw 4.1, and Impress 4.1 user guides to better support task completion and user comprehension.

Aether Project Generalist – Outlier AI, Oakland, CA | *December 2025 – Present*

- Evaluate and improve AI-generated content for grammar, clarity, coherence, and communication quality.
- Apply editorial judgment to strengthen readability, consistency, tone, and audience appropriateness.
- Support language quality efforts requiring close review of structure, phrasing, and comprehension

macOS Systems Engineer – BlackRock, Inc., San Francisco, CA | *Mar 2018 – Mar 2024*

- Created and maintained internal technical documentation, including how-to guides, knowledge base content, engineering workflows, and evaluations of new technologies.
- Wrote getting-started documentation for end users to support onboarding and reduce repeated support questions.
- Documented workflows for engineers and support teams to improve consistency, knowledge sharing, and process adoption.
- Developed detailed process documentation for a user-elevated-rights automation workflow, reducing manual intervention and supporting IT Support and Help Desk teams.
- Translated complex macOS administration and security procedures into clear, reusable documentation for technical and operational audiences.

Client Engineer – OlsonWorks Consulting Corp, (Sephora), San Francisco, CA | *May 2016 – March 2018*

- Supported documentation and knowledge sharing for deployment, imaging, and self-service workflows in a macOS enterprise environment.
- Contributed to user and administrator enablement by maintaining self-service environments that improved access to approved software and printer resources.
- Administered Jamf for 500+ macOS devices and supported AirWatch for several thousand mobile devices.

- Helped streamline device enrollment workflows through integration of Apple Device Enrollment Program with Jamf.

PROJECTS & CONTRIBUTIONS

Technical writing portfolio: User documentation, knowledge base content, administrator documentation, technical editing samples, and introductory DITA-based structured authoring — github.com/MackMike/michael-scarborough-technical-writing-portfolio

Contributor, [Center for Internet Security](#) (CIS) macOS Benchmarks; recognized in the macOS 26 Tahoe Benchmark

EDUCATION / CERTIFICATIONS

Monroe Community College
SUNY New Paltz, N.Y

Introduction to DITA 2026 Certificate — Scriptorium