Aiman Nabeel

Technical Writer II | Documentation Systems, AI Workflows & Enterprise Technology

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PROFESSIONAL SUMMARY

Technical Writer, Subject Matter Expert, and IT Analyst with 5+ years of experience spanning systems administration, networking, enterprise technical support, and product documentation. Investigates complex systems and turns technical findings into clear, practical guidance for different audiences. Brings hands-on experience with customer troubleshooting, server and database resources, identity and access, software configuration, device enrollment, and mobile device management (MDM). Collaborates with customers, technical teams, and business stakeholders while using AI-assisted workflows to improve documentation quality and scale. As a senior technical writer on the team, leads online help deliverables for SOTI MobiControl, the company's flagship product.

TECHNICAL SKILLS

Technical writing & content:	DITA/XML, Oxygen XML Author, WebHelp/HTML5, CSS, information architecture, task/reference/concept topics, release documentation, API documentation, screenshots, instructional video, peer review
AI & automation:	ChatGPT, Codex, Claude, Microsoft Copilot, Copilot Studio, Power Automate, reusable agent skills, AI-assisted authoring/review/migration/validation, human-in-the-loop workflow design
Engineering & scripting:	Python, PowerShell, DITA-OT, XSLT, Ant, HTML/CSS, Git, GitHub Enterprise, Umbraco, static help packaging, repository inspection and automation
Product & project tools:	Jira, Figma, Aha, Microsoft Excel, Salesforce, SharePoint, SOTI Help/Wiki, Camtasia, ShareX, GIMP, Adobe Photoshop
Server administration:	Windows Server, Active Directory (GUI and PowerShell), Microsoft Entra ID, Exchange Server 2019, DHCP, DNS, print services, IIS hosting and rewrite/proxy rules, remote administration, virtual machines
Platforms & networking:	Android Enterprise/BYOD/Corporate Personal/Classic, iOS, macOS, Windows, Apple Business Manager, Samsung Knox, Zebra StageNow, TCP/IP, VPN, DHCP, DNS, SMTP, FTP, Ethernet
Database & infrastructure:	SQL Server Management Studio (queries, table checks, maintenance), basic Oracle Database setup and commands, SCCM device settings and software deployment, cloud and on-premise environments, server upgrades, firewalls, AWS/Azure exposure

PROFESSIONAL EXPERIENCE

Technical Writer II | SOTI Inc.

Mar 2026 - Present

Mississauga, Ontario

Senior technical writer on the team, combining product documentation ownership with AI workflow development, tooling, quality improvement, and facilitation of team initiatives and projects.

- Lead online help deliverables for SOTI MobiControl, SOTI's flagship product, coordinating research, authoring, review, validation, and release readiness with writers and cross-functional teams.
- Built an AI-assisted authoring workflow that connects Jira issues, implementation details, Figma designs, existing help source, validation, Git, and peer review to produce reviewable release drafts.
- Prepared a complete 2027.0 starting draft through the AI documentation workflow so writers could begin from a structured, source-grounded baseline rather than a blank page, while retaining writer review and approval.
- Developed an AI peer-review workflow using patterns mined from approximately 2,500 historical Git review comments; refined the guidance against final human editorial decisions.
- Vibe-coded a custom authoring tool in Umbraco 17 and used the Umbraco Workflow plugin for selected reviews; also developed migration and export workflows that preserve structured content, media, links, navigation, and context help.
- Designed Jira-to-Figma discovery and export workflows to surface related mockups and frames across linked feature tickets and place design evidence beside requirements.
- Created documentation quality inventories for broken links, missing or misdirected images, table-rendering problems, migration differences, and other defects so reviewers could reproduce and prioritize issues.
- Documented and refined editorial workflows for Umbraco, separating authoring, SME validation, peer review, ownership, comments, and publication responsibilities.

- Identified a stale-editor overwrite risk in collaborative authoring, documented the scenario, proposed claim/unclaim and authoritative save-time safeguards, and submitted a related workflow-plugin defect report.
- Used Python and PowerShell to inspect repositories, build utilities, automate repeatable checks, and support DITA transformation, migration, reporting, and validation work.
- Helped mentor junior writers through training guides, reusable skills, review guidance, tool instructions, and onboarding improvements that supported team initiatives and knowledge transfer.
- Participated in AI-tool evaluation and governance discussions covering Copilot, Claude, Open Web UI, measurable outcomes, licensing, workflow fit, quality, and human review.
- Produce and analyze departmental metrics and workload/process data while keeping exploratory activity, validated results, and published outcomes clearly distinguished.

Technical Writer I | SOTI Inc.

Apr 2024 - Feb 2026

Mississauga, Ontario

End-to-end product documentation role supporting SOTI enterprise mobility products and online help.

- Planned, researched, drafted, revised, and delivered product documentation using DITA/XML, Oxygen XML Author, Git, WebHelp/HTML5, and CSS.
- Worked directly with Product Management, Development, QA, and engineering SMEs to clarify feature behavior, prerequisites, exceptions, platform differences, and reader workflows.
- Converted dense reference material into actionable task-oriented guidance, including work on Apple enrollment, FileVault, REST API access, certificate deployment, Android Enterprise Wi-Fi, Kerberos/Extensible SSO, profile deletion, and kernel extensions.
- Used Jira requirements, product/test environments, design material, existing help, and SME interviews to determine documentation impact and update scope.
- Coordinated documentation work for the SOTI MobiControl 2025.1 project, including the efforts of three other writers while managing a substantial task load.
- Contributed DITA task templates, examples, Oxygen troubleshooting guidance, training material, onboarding feedback, and review practices to improve consistency across the documentation team.
- Used ChatGPT and Microsoft Copilot as drafting and review aids while retaining technical verification, peer review, and editorial judgment before publication.

Selected Documentation Outcomes

- FileVault: transformed reference-heavy content into a task with explicit recovery-key branches, prerequisites, step-by-step commands, and supporting images.
- REST API documentation portal: expanded a short procedure into a guided workflow covering permissions, OAuth, request construction, response guidance, and screenshots.
- Android Enterprise Wi-Fi: reworked table-heavy reference content into guided configuration steps with screenshots and instructional media.
- Apple enrollment: added decision guidance for ownership, enrollment, and management models and helped reorganize reader paths across enrollment methods.

Technical Support Specialist / Level 2 | SOTI Inc.

Aug 2022 - Mar 2024

Mississauga, Ontario

Served in a senior Level 2 support capacity across cloud and on-premise SOTI ONE environments, handling escalations, customer continuity, and reusable knowledge creation.

- Investigated complex customer issues using internal documentation, prior cases, application/server logs, Android ADB and dump-state data, Event Viewer output, and SQL Server Management Studio.
- Supported SOTI MobiControl across Android, iOS/macOS, and Windows device-management environments, including enrollment, configuration, application deployment, Apple Business Manager, Samsung Knox, Zebra StageNow, and related platform tooling.
- Supported SOTI Connect, SOTI XSight, and SOTI Identity, including MQTT/REST adapters, printer environments, remote-control issues, roles and permissions, and Microsoft Entra ID/directory integration.
- Worked with cloud and on-premise environments, server upgrades and maintenance, firewalls, virtual-machine resources, and customer environment cloning; escalated complex issues to SMEs, triage, and Development.

- Served as an aligned engineer for enterprise customers, mentored Level 1 support specialists through escalations and feedback, and maintained an overall NPS of 94.
- Played a key role in Project Sherpa, authoring 60+ knowledge-base articles with 140+ case attachments and some of the highest internal view counts across SOTI products.
- Helped other agents structure and format knowledge articles, validated technical details with Product Management and SMEs, and communicated documentation best practices with team leads and managers.

Technical Support Specialist / Level 1 | SOTI Inc.

Jan 2022 - Jul 2022

Mississauga, Ontario

- Provided front-line enterprise support for SOTI products, customer environments, device-management workflows, access, configuration, and troubleshooting.
- Built product knowledge quickly enough to progress to Technical Support Specialist / Level 2 in August 2022.
- Developed the investigation and customer-communication practices that later became the foundation for technical writing and reusable knowledge work.

Service Desk Support - Co-op, then Part-time Contract | RWDI

Jan 2021 - Dec 2021

Guelph, Ontario

- Administered and supported Active Directory, DHCP, DNS, print services, user access, remote administration, registry backup/recovery, Microsoft Exchange Server 2019, and Outlook.
- Handled mailbox delegation, mail flow, shared mailboxes, distribution lists, permissions, email rules, archiving, recovery, and spam-control tasks.
- Re-imaged computers, upgraded RAM/NIC/SSD hardware, supported desk setups and manufacturer repairs, managed printers, and configured MFA and OneDrive on company phones.
- Worked across day-to-day network, mail, device, and access incidents, building a practical systems foundation for later enterprise support and documentation work.

SELECTED PROJECTS & REUSABLE TOOLS

AI Documentation Authoring Workflow

Built a reusable workflow that combines Jira research, comments and attachments, related implementation issues, Figma evidence, existing help source, impact analysis, topic/TOC changes, validation, Git, and peer review. Used as a transferable process for release documentation.

AI-Assisted Peer Review

Mined approximately 2,500 peer-review comments from Git history to identify recurring editorial patterns, then refined the review skill through repeated use and comparison with final human edits. Packaged a generic peer-review version for other writers.

Custom DITA/XML Authoring Tool

Developed an AI-assisted runnable stopgap for structured authoring and review when Oxygen licensing limited direct access. Team managers used the package while broader authoring options were explored.

Umbraco Migration Tooling

Vibe-coded a custom Umbraco 17 authoring tool for structured content creation, used the Umbraco Workflow plugin for selected review steps, and developed migration/export utilities for notes, tables, media, links, context help, navigation, and search.

Jira-to-Figma Retrieval & Export

Designed a workflow that follows related Jira tickets to discover Figma links, frames, and images, making design evidence easier to review alongside product requirements.

Documentation Quality & Validation

Built structured trackers and inventories for broken links, media, tables, cross-version problems, migration discrepancies, and rendered-output defects. Recovered audits included concrete 404 and broken-page inventories used as reproducible investigation starting points.

Editorial Workflow & Content Integrity

Clarified Technical Writer and approved-contributor review paths in Umbraco, separated formal review ownership from comments, and proposed safeguards against stale-session overwrites.

Reusable Jira Issue Workflow

Packaged a generic Jira workflow with an installable skill, PowerShell helper, and example configuration for issue search, reading, and specifically requested creation with read-back; local fixture tests covered the supported operations.

Rendered Review / WYSIWYG Diff Concepts

Explored browser-based before-and-after review interfaces so SMEs and writers could inspect content changes without reading raw XML, reinforcing a human-readable review model for structured documentation.

HOW I WORK

- Research first: establish what changed, inspect the product or test environment, gather requirements and designs, and ask SMEs for missing details.
- Write for the reader route: organize content around the decisions and tasks users must complete, not only around product architecture.
- Validate the result: check source, rendered output, links, media, terminology, structure, and workflow state before treating work as complete.
- Use AI as an accelerator, not an authority: generated material remains subject to product evidence, editorial judgment, testing, review, and publication controls.
- Make the method reusable: turn repeated investigation, review, and migration work into guides, skills, utilities, trackers, and team processes.

EDUCATION

Honours Ontario College Diploma - Computer Systems Technician, Network Systems (Co-op)

Mohawk College of Applied Arts and Technology | Hamilton, Ontario | 2020 - 2022

- Technical foundation spanning networking, systems administration, virtualization, UNIX, Microsoft Server Administration, programming, web technologies, project management, technical writing, and IT service practice.
- Transcript awards the Honours Ontario College Diploma; recorded graded-term GPAs were 93.6, 96.7, 91.1, and 93.0.

SELECTED RECOGNITION & LEADERSHIP

- Recognized in March 2025 for coordinating the efforts of three other writers while managing a large task load on the SOTI MobiControl 2025.1 documentation project.
- Recognized in May 2025 for customer focus, quality, innovative ideas, and advocacy for process efficiency.
- Recognized in August 2024 for guidance, expertise, training support, and availability to documentation colleagues.
- Manager feedback highlighted ownership of OxygenXML/tooling improvements, contribution of a DITA task template and example, cross-team collaboration, and "quiet leadership."
- Progressed from Technical Support Level 1 to Level 2 in 2022, then from Technical Writer I to Technical Writer II in 2026.

PROFESSIONAL STRENGTHS

Technical investigation | Clear explanation | Editorial judgment | Structured authoring | Documentation engineering | AI workflow design | Process improvement | Cross-functional collaboration | Knowledge transfer | Customer-centered thinking

PORTFOLIO

Detailed projects, before-and-after writing samples, feedback, and reusable project files are available on my portfolio website.