

Mehdi Emami

TECHNICAL WRITER • DEVELOPER • DOCUMENTATION
EXPERT

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SUMMARY:

Technical writer at **Mirage (AI startup)** handling product knowledge and documentation. Blend of **technical writing** and **programming** to build documentation systems, automation, and developer tooling. Focused on **API documentation/support**, workflow automation, and clear, maintainable content. Currently studying **Informatics (AI/ML)** at JKU.

EXPERIENCE.LOG

CX – Product Knowledge & Documentation · Mirage Nov 2023 – Present · 2+ yrs
Remote · New York, United States

- Planned documentation from customer needs, iterated from feedback.
- Documented latest product features & changes.
- **Automation & Workflows:** Python scripts, GitHub Actions (auto-translation), CI/CD for docs.
- **API Docs:** References, integration guides, and technical support.
- **Web Dev:** React, Three.js and supporting docs features.

Jr. Technical Customer Support Manager · Usersnap Dec 2022 – Oct 2023 · 11 mos
Linz, Upper Austria, Austria

- Supported clients via email, Intercom, and meetings. Mainly resolved technical issues.
- Maintained product documentation. Built onboarding materials and guides.
- Advised clients on product usage to boost project success.

Technical Writer · Tose'e Rahavard Kian Isatis Feb 2020 – Jan 2021 · 1 yr

- Created clear, concise documentation for SaaS features.
- Researched product behavior. Wrote user guides, release notes, and integration docs.

SKILLS & TOOLS

Python

Java

SQL

Spring Boot

Angular

Three.js

Laravel/PHP

GitHub Actions

Docker

Kubernetes

CI/CD

API Docs

Tech Writing

FOCUS & INTERESTS

Current: Cloud-native apps, TDD, container orchestration

Passions: System programming, workflow automation, Linux

EDUCATION

B.Sc. Informatics 2023 – 2026

Johannes Kepler Universität Linz

- **Focus:** Artificial Intelligence & Machine Learning
- **Key courses:** Java, Python, Mobile Computing, AI projects, Applied Math