MARK DRAKE

SUMMARY

Writer, editor, and technology enthusiast with ten years of experience across diverse fields. Analytical, detail-oriented, and eager to make complex topics approachable and understandable. Also makes a mean quiche.

PROFESSIONAL EXPERIENCE

Chainguard | Developer Education Engineer
AUGUST 2022 — PRESENT

+ Write and edit documentation for Chainguard's product offerings as well as educational resources on cybersecurity and open-source DevOps solutions
+ Publish documentation to Chainguard Academy — the company's documentation and learning platform — using a GitHub-based "docs as code" workflow
+ Build and maintain automated documentation systems, allowing the Developer Enablement team to quickly deliver the latest information to customers based on recent code updates
+ Oversee strategy and maintenance for our library of image READMEs, which customers use to understand how to work with Chainguard's collection of secure, minimalist container images
+ Established the startup's voice and tone by developing the Chainguard Academy Style Guide, which serves as useful tool for editing and collaboration

DigitalOcean | Manager, Developer Education
OCTOBER 2017 — AUGUST 2022

+ Managed a team of Associate-level Technical Writers, supervising their day-to-day work, training them in Linux system administration, and guiding them in their long term professional development
+ Produced over 400 technical tutorials on cloud computing and database administration topics with more than 20 million views to date
+ Monitored and evaluated website traffic data to find articles in need of content updates or SEO improvements, and engaged Community members to source and gauge interest in new tutorial topics
+ Promoted from Associate Technical Writer in August 2018, from Technical Writer in September 2020, and from Senior Technical Writer in March 2021

Radish Lab | Content Manager
DECEMBER 2015 — OCTOBER 2017

+ Authored and promoted client case studies, press releases, user guides, and presentation content, raising Radish Lab's profile among its target clientele of nonprofits and social enterprises
+ Managed the creative agency's proposal development process, securing dozens of website design, communications strategy, and brand identity projects which accounted for 40% of the company's revenue
+ Audited clients' existing content and marketing strategies and streamlined them to more effectively convey their missions and services

Software Freedom Law Center | Executive Assistant
DECEMBER 2014 — DECEMBER 2015

+ Produced all SFLC public communications, including blog posts, newsletters, program booklets, and fundraising outreach
+ Provided administrative support for the Executive Director and Legal Director, organizing travel and hotel bookings, scheduling meetings, and liaising with clients and guests
+ Planned and executed board meetings, conferences, and hackathons on behalf of SFLC and its partners

EDUCATION

Michigan State University | BA, History
SEPTEMBER 2008 — MAY 2012

+ Minor in Economics
+ Specialized studies in African American history and labor studies
+ Additional coursework in C++, Java, and Python

NOTABLE PUBLICATIONS

+ Understanding Database Sharding
+ How to Manage a Redis Database
+ Mirror New Images to Google Artifact Registry with Chainguard CloudEvents
+ How to Set Up Pull Through from Chainguard Registry to Artifactory
+ DigitalOcean Community Code of Conduct