

Curriculum Vitae

About Me

Name:	Markus Napp
Nationality:	German
Address:	Adolf-Damaschke-Strasse 57 65824 Schwalbach am Taunus Germany
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I strive for completeness and refined detail. My focus is always on the "big picture" which gives me insights on what questions I must (further) ask about the current task to achieve the most balanced outcome. With those insights, I can optimize processes and solve problems to make them controllable and reliable in the long run.

To achieve the optimal performance, I value and practice direct, transparent communication and proactive collaboration. In teamwork, I appreciate an eye for the challenges and opportunities that are not immediately obvious through looking only at the immediate aspects. This philosophy of "*The whole is greater than the sum of its parts.*" helps to produce that little "extra" that customers expect; but can rarely express.

My spare time is divided between exploring interesting places with my family or wandering through the woods on my own. If the weather is really poor, you will typically find me in my workshop or while cooking.

My last three positions

06/2018 - jetzt

Senior Technical Writer (SUSE CaaS Platform)

SUSE Software Solutions Germany GmbH,
Nürnberg

- Project planning and execution for product documentation of *SUSE CaaS Platform v3/v4/v4.5*
(Container as a Service: Enterprise Kubernetes Container Orchestration Plattform)
- Creation and maintenance of release notes for *SUSE CaaS Platform* and *SUSE Linux Enterprise Server*
(Enterprise Linux Distribution)
- Special projects:
 - Planning and delivery of "Enterprise" level documentation for *SUSE CaaS Platform v3* for a large swiss banking corporation
 - "Best practices" documentation for *SUSE Private Registry Powered by Harbor 2.1* spanning multiple products
(Edge Computing Kubernetes container image registry service)

08/2017 - 12/2017

Interim Team Lead HIRO Graph

arago GmbH, Frankfurt a.M.

- Scrum Master HIRO Graph
(semantic, distributed graph platform as the basis for a general purpose artificial intelligence)
 - Release planning
 - Sprint planning meetings
 - Coordination "HIRO Graph" team
- Product roadmap und project-drilldown
- Workshop: Objectives and Key Results

04/2013 - 05/2018

Technical Writer (arago HIRO)

arago GmbH, Frankfurt am Main

- Planning and execution of product documentation for *arago HIRO/AutoPilot* (Platform for a general purpose artificial intelligence)
 - Conception and delivery of a CI/CD (Continuous Integration/Delivery) workflow for publishing (Jenkins, GitHub, AsciiBinder)
 - Conception and delivery of documentation portal websites
 - Design and delivery of layout templates for documentation artifacts (CSS, HTML, JavaScript, Ruby)
 - From scratch rebuild and re-conception of installation, administration and user manuals
 - Conception and delivery of a 3rd party compliance process for open source components
- Special projects:
 - Introduction and administration of customer support via Zendesk
 - Administrative tasks for infrastructure software (JIRA, GitHub, Slack, Zendesk)
 - Moderating sprint reviews

Work Experience

06/2018 - jetzt

Senior Technical Writer

at SUSE Software Solutions Germany GmbH, Nuremberg

08/2017 - 12/2017

Interim Team Lead HIRO Graph

at arago GmbH, Frankfurt a.M.

09/2016 - 05/2018

Technical Writer (arago HIRO)

at arago GmbH, Frankfurt a.M.

04/2013 - 09/2016

Technical Writer (arago AutoPilot)

at arago GmbH, Frankfurt a.M.

06/2008 - 06/2010 & 06/2011 - 12/2012	Freelance Customer Service Representative at CCS GmbH, Hofheim a.Ts.
05/2006 - 05/2008	Accounting project "group consolidation" at GeGa Lotz GmbH, Hofheim/Diedenbergen
2005 - 2006	Commercial clerk at Bene Deutschland GmbH, Frankfurt a.M.

Education and Training

2006 - 2010	Master of Arts American Studies (Without a degree) J.W. Goethe Universität Frankfurt a.M.
2003 - 2005	Trainee in Wholesale and Foreign Trade at Objektform Büroeinrichtungen GmbH, Kronberg/Ts.

Language Skills

German	Native
English	Near Native / Fluent
French	Basic

Schwalbach on 04.11.2020