

Zain Dana Harper

Technical Operations | Product Support, Documentation, and Developer Workflows

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SUMMARY

Technical-operations practitioner with experience in customer troubleshooting, documentation, intake, scheduling, proposals, release workflows, and public software delivery. Combines service-oriented communication with hands-on systems work and a habit of making evidence, status, and next steps explicit.

SKILLS

Technical support; issue triage; customer communication; implementation and support guides; product documentation; process design; intake and scheduling; written proposals; release notes; Git and GitHub; Python; PowerShell; TypeScript; test and release checklists

EXPERIENCE

Independent Systems Engineer | Zentropy Labs | Seattle / Remote | 2023-present

- Own planning, implementation, documentation, testing, packaging, and release evidence across a public software portfolio.
- Build inspectable workflows for AI evaluation, gated agent actions, reproducible fixtures, record provenance, and operator review.
- Work across unfamiliar codebases and maintainer workflows; 31 engineering pull requests had merged across 26 third-party repositories as of August 25, 2026.

Freelance Technical Writer and Documentation / Product Operations | Remote | 2017-present

- Produce implementation guides, operating instructions, proposals, release notes, support material, and security or compliance documentation.
- Organize complex source material for technical and nontechnical readers while preserving evidence and claim boundaries.

Operations and Commercial Arboriculture Lead | Family Business | Seattle Area | 2015-present

- Lead client intake, site assessment, estimates, scheduling, written proposals, and customer communication from inquiry through follow-through.
- Coordinate crews and vendors while tracking changing site conditions, safety considerations, priorities, and client expectations.

Technical Networking Support, Xbox Division | Microsoft | Redmond, Washington | 2013-2014

- Diagnosed TCP/IP, DNS, NAT, firewall, router, and console account-adjacent issues through phone and chat support.
- Asked structured diagnostic questions, documented steps, and communicated resolution paths clearly.

SELECTED PUBLIC EVIDENCE

Flywheel: github.com/HarperZ9/flywheel | Terminal State Fixtures: github.com/HarperZ9/terminal-state-fixtures | BuildLang: github.com/HarperZ9/buildlang

EDUCATION

High School Diploma | Wilsonville High School | 2013