Elite Editing

Senior Editing Test (Technology)

***About senior editing for technology content at Elite***

**Responsibilities**

* Become an expert on the technology client’s unique style guidelines as well as Chicago Style.
* Edit deliverables for style and grammar.
* Coach Elite’s writers on meeting the client’s style and expectations.
* Collaborate with a large team to circulate new knowledge and keep process guides up to date.

**Qualities**

* You can keep up with detailed and evolving style guidance.
* You can learn and apply in-depth processes.
* You can give and receive feedback well.
* You can contribute to and learn from a team of fellow editors and writers.
* You can work fast and efficiently.
* You can take on a leadership role, coaching writers rather than just fixing their work.

**Time commitment**

Minimum of 20 hours per week (roughly equivalent to at least 15–25 projects per week after a learning period)

**Deliverables**

Deliverables include 1- and 2-page customer-reference case studies, technical blog posts and tutorials, and various add-ons like PowerPoint presentations and social media posts.

**Standard turn times**

Turn times depend on the needs of the client but are usually 1 business day.

**Rates**

Rates are assigned per project, initially calculated based on a $25/hour rate with the potential to achieve higher rates with experience. **Please note that if you’re hired, you’ll be required to log your time/hours using Elite’s Clockify account.**

***About completing and submitting the editing test***

On the following pages, you will see a **Style Sheet (Technology)**, a **Sample Case Study**, and a **Sample Feedback Letter**.

* Use the instructions in the Style Sheet to edit the Sample Case Study. **Use Microsoft Word’s Track Changes tool** to track your changes.
* Fill out the Sample Feedback Letter, written as if to the writer of the case study. This can be short and should draw the writer’s attention to a few CloudSky style errors. There is no need to list every edit you’ve made, and you do not need to draw their attention to matters of grammar or punctuation or simple typos.
* When you’ve completed this test (as well as any other tests you’ve decided to take), [please click here for a submission link](https://app.smartsheet.com/b/form/f990fe751b69411fac1e3d3d0159e164).
* Once you’ve opened the submission link, answer the questions on the upload form, attach the completed test(s), and then hit “Submit.”
* At this point, you should see a confirmation screen that confirms we’ve received your test or tests. We will respond within 7 days to let you know the results of your test(s).
* May the forces of good grammar and beautiful words be with you.

**Style Sheet (Technology)**

* **Do not rewrite.** You should primarily correct true errors of punctuation, grammar, style, and consistency. However, you can make small revisions as needed for clarity.
* **Use the *Chicago Manual of Style*, 17th edition (*CMoS*).** Follow *CMoS* for grammar, punctuation, capitalization, hyphenation, etc. Chapter 6 of *CMoS* discusses commas, and Chapter 8 covers capitalization. Check out *CMoS* 7.89 for hyphenation rules.
* **Use *Merriam-Webster* (*M-W*).** Refer to *M-W* ([www.m-w.com](http://www.m-w.com)) for spelling, using only first-listed spelling variants (e.g., it’s *leaped*, not *leapt*). Also be sure to use spell check.
* **Use the following “CloudSky style” (for fictitious tech client “CloudSky”)**
	+ **Numbers**
		- Use *CMoS*’s alternative rule for numerals (*CMoS* 9.3). That is, in general, spell out whole numbers zero through nine. Use numerals for 10 and up. (See also *CMoS* 9.4 and 9.7.)
		- Use numerals for all units of measurement, even time (e.g., *2 minutes*), as well as for all percentages. Use *percent*, not *%*, except in titles.
	+ **Acronyms and abbreviations**
		- Terms that *M-W* classifies as abbreviations should be spelled out on first mention, followed by the acronym/abbreviation in parentheses.
		- If *M-W* classifies the term as a noun, it does not need to be spelled out.
		- If a term is used only 1–3 times, use the spelled-out term instead.
	+ **Quotes**
		- Edit quotes as needed for grammar and “CloudSky” style.
		- Use the person’s full name on first mention in the case study body. On subsequent mentions, use surname only. Job titles should be lowercase.
	+ **Global English**
		- Avoid words with ambiguous meanings. For example, use *as*, *since*, and *while* only in reference to time, not to mean *because* or *although*.
		- Include relative pronouns (e.g., *that*)—even when technically unnecessary—for ease of translation.
	+ **Jargon**
		- Ecosystem → say *environment*, *system*
		- Leverage → say *use*
		- Platform → say *solution*, *offering*
		- Utilize → say *use*
	+ **Sensitive terms**
		- Enable → say *facilitate*, *help*, *let*, etc.
		- Execute → say *run*, *implement*, etc.
	+ **Legally problematic terms**
		- Ensure → say *help*, *provide*, *deliver*, etc.
		- Allow → say *facilitate*, *help*, *let*, etc.

**Sample Case Study**

**BankCorp Expands FinTech Services And Serves 18 Billion Customers on CloudSky**

BankCorp Unlimited (BankCorp) needed to assess their technology stack to meet consumer demands after growing their customer base from one to 18 million in only three years. To achieve this, data aggregation and evaluation in near-real-time was necessary for the financial technology (FinTech) company, so they could launch more products and services and ensure customer satisfaction.

BankCorp turned to CloudSky Technology Solutions (CloudSky) to fine-tune their application and assess their technology stack. BankCorp was able to increase its visibility using software found on CloudSky Emporium, an online catalog with thousands of software listings compatible with CloudSky. Now, BankCorp projects that they will serve over twenty-one million customers by 2026.

**Exploring CloudSky Emporium for New Solutions**

Established in 1982, BankCorp Unlimited became the first fully digital bank in the Netherlands in 2015. Since then, BankCorp has expanded their application to be a one stop shop that includes investing, insurance, loans, and even delivers food. As of 2021, they have served 18 million customers. Providing free checking accounts, their goal is to make banking simpler, transparent, and fair.

BankCorp began using CloudSky to meet their computing infrastructure needs prior to their global expansion. “We are very proud to have moved to cloud computing using CloudSky back in 2018,” says Jane Star, Chief Information Officer at BankCorp, “Not only because we are the first bank in the Netherlands to do so, but because we knew that CloudSky would support our scale and growth for years to come.” Following BankCorp’s migration to CloudSky, the company launched eight new services.

However, BankCorp’s exponential growth has come with some challenges—primarily tracking and leveraging metrics in real-time to identify areas of improvement. “We want to have full visibility of our technology stack from infrastructure to end-user experience,” says Star, “That visibility is essential for us since we are a digital bank, and we don’t have any branches. We have to have very good word-of-mouth.” In 2020, BankCorp began to explore CloudSky Emporium for solutions which would capture and present data in one, cohesive place. “ CloudSky Emporium enables us to find cloud-native vendors to attend to our needs,” says Star. “That’s something we’re always after. Nimble companies that are cloud-ready.”

**Positioning as the Best of Both Worlds**

Among the 12,000 solutions available, BankCorp chose to monitor its data using OldFossil One—a cloud based observability platform which provides engineers with full visibility into the performance of its CloudSky cloud services. By integrating OldFossil One into its operations, BankCorp has been able to evaluate its data near real-time and respond to outages and customer requests. Since implementing OldFossil ONe, BankCorp has improved its net promoter score (NPS). “Our NPS is 95,” says Jane, “The observability platform that uses OldFossil One on CloudSky helped us achieve that number.” Moreover, BankCorp was able to optimize savings, as the software qualified for the Extra-Special Rate Program, a flexible pricing model that provides up to a 65% discount on predictable instance usage.

BankCorp also offloads work by using the fully managed CloudSky Container Service (CloudSky CS), which provides high availability and and automates key tasks. With a fast-growing customer base, BankCorp is able to scale its infrastructure to support up-ticks in customer requests and log ins. “We are surpassing eight billion requests per month.” says Star, “In a very distributed environment with several container clusters, we can support more than nine-million customer log ins per day.”

This automation has allowed BankCorp to focus on developing new technology for its application. “We don’t need to be doing patches, so we have our IT team focused on generating value for the business,” says Star. “Today, we run at around 98% uptime on our login. That is a result of our team having time.” Additionally, BankCorp has been able to bolster the security of its application by executing face recognition technology in its application using CloudSky Perception, a deep learning powered image recognition service that detects objects, scenes, and faces. “We aim to position ourselves as the best of both worlds—banking and FinTech,” says Star, “On the banking side, we are very regulated and have a wide range of financial products. On the Fintech side, we have a low cost structure, the digital ecosystem, and an innovation-driven culture.”

**A Global Expansion of Offerings**

 Having exceeded their company goals, Bank Corp plans to accelerate the expansion of their services and customer base. They have already began beta testing for their mobile application in the United States. By 2022, BankCorp hopes to offer a full-service application in both the US and Europe. “We are going global,” said Jane, “Utilizing CloudSky helps us make that move because we know we can easily deploy our products and services to the United-States region or the European region, otherwise it would be difficult to build datacenters near our customers in other countries.

Expansion won’t take away from BankCorps’ refinement of their application. BankCorp is currently testing CloudSky Lightning processors, that utilize 64-bit cores to deliver the best price-performance for cloud work loads. “Every milli-second counts for us, because we are seeing millions of customers logging into our app everyday,” Star says. Although growing from 1 million customers to 18 million is a notable achievement for BankCorp, the company is also focused on what CloudSky can offer looking forwards. “I don’t think of Cloud Sky as a vendor for us. They are helping us achieve our goals,” says Star, “They feel like home.”

**Sample Feedback Letter**

Hey [writer],

[Your name] here, senior editor at Elite. [Add a quick note thanking the writer for their work or noting something they have done well.]

I have a few overarching notes and style reminders to keep in mind going forward:

[Insert 2–3 feedback or style reminders.]

We know there’s a learning curve when it comes to this work. By handling feedback this way, we aim to give you a chance to learn from the notes. No changes need to be made at this time, but these are things to keep in mind.

Thanks again for your work, and please let me know if I can explain anything further.

[Your name]