

Kurt N. Heiss, MBA

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Technical Writer

Innovation

Collaboration

Research

Detail-focused technical writer with over a decade of expertise in crafting precise and extensive documentation for enterprise software and technology products

Professional Summary

With over 10 years of experience in customer documentation and developer portal management, I have demonstrated expertise in crafting comprehensive technical documentation and spearheading initiatives. I prioritize user-centric approaches, leveraging strong communication and collaboration skills to cultivate robust stakeholder relationships. As a highly organized and strategic thinker, I have a proven track record of leadership and innovation during critical transitions, ensuring the successful execution of objectives. Committed to continuous professional development, I actively pursue opportunities to stay updated on industry trends and advancements through ongoing learning initiatives.

Achievements

- Initiated and developed a customer reference portal
- Led the implementation of Doc as Code version management for public-facing customer documentation as the Lead Technical Writer
- Strategized and managed the development of a new corporate developer API program
- Spearheaded the standardization of enterprise-wide development specifications as the Documentation project lead

Experience

Sr. API Technical Writer (Contractor)

UPS, Alpharetta, GA (remote)

June 2023 to October 2023

- Established API specification standards and acceptance protocols for organization-wide UPS development teams
- Produced comprehensive reference documentation, encompassing endpoint descriptions, parameters, responses, and error handling, to enhance the end-user experience
- Revitalized legacy developer guide documentation through enhancements and repurposing efforts
- Provided mentorship and management to globally distributed technical writers and developers, focusing on standards, writing tools, and team processes

Sr. API Technical Writer - Advertising

Roku, San Jose, CA

May 2022 to March 2023

- Led the formulation and execution of initiatives and strategies for the Roku customer Ad Tech information portal
- Generated detailed API reference documentation, incorporating endpoint descriptions, parameter listings, response specifications, and error handling protocols
- Introduced DevOps best practices to enhance efficiency and promote collaboration between development and product teams

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Sr. API Technical Writer (Contractor)

LinkedIn, Sunnyvale, CA

September 2021 to May 2022

- Managed LinkedIn Marketing Solutions' public-facing customer engineering documentation
- Created complete API reference documentation, including detailed endpoint descriptions, parameter specifications, response formats, and error management procedures
- Orchestrated the design and organization of content for new developer products and facilitated requirements gathering for the customer support team
- Oversight of the Github documentation version control process across the entire marketing library

API Product Owner

8x8, Campbell, CA

January 2019 to August 2021

- Managed and spearheaded the development of 8x8's customer API Reference portal
- Revitalized a dormant API program, transforming it into a productized offering
- Produced comprehensive API reference documentation, featuring detailed descriptions of endpoints, parameters, responses, and error handling procedures
- Developed a customer information strategy in collaboration with enterprise stakeholders
- Provided leadership to enhance productivity, organization, and personal accountability among stakeholders, leveraging the product's strengths
- Crafted user stories to demonstrate functionality and provide usage examples
- Collaborated with and managed globally distributed engineering teams
- Implemented DevOps best practices to improve efficiency and foster collaboration between development and product teams

Kubernetes Platform Information Development (Contractor)

Apple, Sunnyvale, CA

November to December 2018

- Managed and developed internal customer documentation projects for Apple's Kubernetes platform

Google Assistant Developer Information Development (Contractor)

Google, Mountain View, CA

March to October 2018

- Managed and developed partner (e.g., Sony, LG) documentation projects for Google Assistant

AI/ML API/SDK Information Development (Contractor)

SymphonyAI (Ayasdi), Menlo Park, CA

January to March 2018

- Managed customer web portal documentation

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Senior Technical Writer (Contractor)

Cisco Systems, San Jose, CA

January to September 2017

- Managed and developed product user guides and API reference

API Product Owner (Contractor)

NTTi3, East Palo Alto, CA

September to December 2016

- Managed customer documentation effort for SD-WAN product and API reference portal

API Documentation/Financial Institution Customer Information

ExactBid, San Jose, CA

March 2015 to August 2016

- Managed and developed customer documentation and API reference information

Senior Technical Writer/Project Manager (Contractor)

Symantec, Mountain View, CA

March 2014 to February 2015

- Managed OpenStack developer guide projects and content creation

Workday Migration/Noogler Onboarding Process (Contractor)

Google - Mountain View, CA

August 2013 to March 2014

- Managed documentation effort for Google HR data migration project

Education

Master of Business Administration, Specialization in Marketing and Management

Santa Clara University, Leavey School of Business, Santa Clara, CA

Bachelor of Science in Zoology

University of Washington, Seattle, WA

IT Knowledge

APIs, OpenAPI specification, YAML, JSON, REST APIs, Markdown, Github, GitLab, Visual Studio Code, SDKs, MS Office Suite, Sharepoint, Generative AI, Azure, Postman, Camtasia, Doc as Code, Agile development, SDLC, Brightscript, Salesforce, Roku OneView certification, HTML, CSS, JIRA, Apigee, SwaggerHub, readme.io, Stoplight, Perforce, DITA, Oxygen, XML, Google docs, Confluence, Jupyter notebooks, Linux, UNIX, C++, Python, Topographic Data Analysis, JavaScript, Figma, Miro, Slack, Microsoft Teams, ChatGPT, Large Language Models (LLM), Generative AI, Scrum, DevOps, writing for varied user personas, cloud technologies, wikis, SaaS, Redocly