

Duncan Mackenzie

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Experienced software engineer leading teams to build high-quality web sites and systems.

I have planned and architected systems with millions of active users. I understand how to make systems fast, reliable, and scalable. As a manager, I build healthy teams, establish a positive quality-focused culture, and ensure everyone is driving towards the same goals.

2022 to 2024

STRIPE

I joined Stripe in 2022 to manage the engineering team behind [their documentation site](#) and moved up within a year to also take on managing the technical writer team (a 25 person organization overall).

2023 to 2024

Head of Docs

I moved into a manager of managers role over the writing and engineering teams for Stripe Docs, responsible for roadmaps, strategic planning, and the overall quality of Stripe's documentation site.

2022 to 2023

Engineering Manager (Stripe Docs)

I ran the developer teams behind one of the world's best technical documentation sites, building the platform, authoring, publishing, and interactive elements of docs.stripe.com. This included all of the live site management, incident response, feature development, and operations.

1999 to 2022

MICROSOFT

Over 22 years, I moved from building software with our external partners, to writing content for our developer documentation sites, to eventually running orgs as large as 120 people. Nearly all that time was focused on experiences and content publishing systems for our developer audience. Specific roles and teams listed below:

2021 to 2022

Principal Engineering Manager (Microsoft Security Response Center)

I managed the developer teams behind a set of public sites (vulnerability reporting, security updates, and some content experiences) and a large set of internal systems that handle telemetry across our entire fleet of machines (both for Microsoft itself and for all our Azure cloud data centers).

2016 to 2021

Principal Engineering Manager (docs.microsoft.com)

I built and managed the multi-disciplinary team (developers, SRE and PM) behind a set of properties in our DevRel (developer relations) team, including [our GitHub backed documentation site](#), [the marketing site for our cloud](#) (Azure), and our developer forums.

2006 to 2016

Principal Engineering Manager (channel9.msdn.com)

After joining as an engineer, I moved on to run the development team, and then the full product (content, PM, design, and development) for this video site that publishes ongoing video series as well as handling the live streaming and on-demand content for our large technical events.

2001 to 2006

Senior Engineer / Content Writer (MSDN)

I moved to the developer documentation team to author articles on a variety of topics including starting the Coding4Fun series for hobbyist devs. After a few years, I moved to the engineering team to build a new publishing system.

1999 to 2001

Senior Consultant (Microsoft Canada)

Worked with partner company dev teams to accelerate their projects and architect systems.

Prior Experience

- 1999 Independent Software Developer and trainer
- 1998-1999 Created invoicing and order tracking system for a mail-order woodworking company
- 1995-1998 Consultant (Online Business Systems)

Publications

I have written content for books, online sites, and technical magazines. I maintain a list at <https://www.duncanmackenzie.net/publications/> with more specific detail.