Heath Reinhard

Senior Technical Writer | AI & Developer Experience | Data-Driven Strategy
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Summary

Experienced documentation leader specializing in AI-first content systems, developer enablement, and data-driven strategy. Led org-wide initiatives at Meta to scale internal docs, improve AI/LLM retrieval performance, and drive org-wide content governance at Meta.

Experience

Meta Platforms – *Documentation Engineer*
Seattle, WA/Remote – November 2021 – Present

- Led AI-first, data-driven documentation strategy across 100+ enterprise tools, enabling scalable self-service and reducing support load by 65%
- Built custom dashboards and metrics frameworks that increased doc coverage by 60% and XFN engagement by 150%
- Developed performance metrics to assess documentation effectiveness in LLM/GenAI contexts, guiding prioritization and governance
- Spearheaded research showing AI agents now consume more internal docs than humans—driving shifts in content and engagement strategies
- Collaborated cross-functionally with engineering, product, UX, and data science to align documentation with org goals and mitigate operational risk
- Fostered a culture of documentation excellence through mentorship, cross-team collaboration, and internal knowledge-sharing initiatives
- Promoted twice within three years to lead metrics & data strategy for internal doc teams

Living Computers: Museum + Labs – *Museum Guide/Staff Writer*
Seattle, WA – April 2017 – July 2020

- Created original, technically accurate content in partnership with engineers and historians to bring vintage computing systems to life for both lay and expert audiences
- Developed user guides and educational content in written, video, and live formats
- Managed the museum's blog, social platforms, and editorial strategy—leading to significant growth in engagement
- Delivered live technical demos and talks, translating complex computing concepts for general audiences
- Maintained and operated one of the world's most unique collections of working vintage computer systems

Geek Serv LLC – *Owner/Operator/Founder*
Seattle, WA – May 2008 – April 2017

- Founded and scaled a successful IT services company, serving thousands of clients across the Puget Sound region
- Created custom internal software systems and all accompanying documentation—including training manuals, technical specs, and customer support guides
- Led a small team of technicians and writers, driving consistent customer satisfaction (maintained a 5-star average rating)
- Owned all internal and external communications, training, marketing, and editorial strategy

Education

The Colorado College, Colorado Springs, CO – *B.A. Philosophy*