

# ALISTAIR GRAY

(+33) 749865074 | [Email](#) | [Linkedin](#) | [Portfolio](#)

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Senior Technical Writer and Documentation Strategist with 5+ years' experience designing scalable knowledge systems for AI, cloud, and space tech companies. Specializes in docs-as-code, AI-powered knowledge tools, and Notion architecture. Proven ability to translate complexity into clarity—across both technical domains and people-first teams. Seeking to bring structure, transparency, and continuous improvement to a people-centric organization

**Technical Writer** | Leanspace, Permanent CDI, France,

**Oct 2022 – Present**

- Pioneered a space-grade API and service documentation standard that is powering multiple satellites today
- Led the creation and management of API, SDK, and cloud-based documentation for a rapidly scaling space platform
- Designed internal documentation architecture in Notion, Confluence, and Google Drive, establishing scalable structures, tagging systems, and cross-team best practices
- Owned and maintained internal knowledge bases, aligning structure with onboarding, product knowledge, and distributed team workflows
- Integrated AI tools (Amazon Q, Cody) into the knowledge workflow using RAG pipelines, improving discoverability, search accuracy, and reusability of institutional knowledge
- Collaborated with product managers, developers, and commercial leads to ensure clarity and alignment across teams
- Created tutorials, workflows, templates, and visual aids, improving documentation usability for technical and non-technical audiences
- Mentored junior team members on technical writing standards and career development

**Junior AI Software Engineer & Technical Writer** | IBM & Reece Group, Australia and Netherlands, Contract, **Jul 2021 – Mar 2022**

- Collaborated across cross-functional HR, training, and tech teams to build Watson-powered e-learning interfaces
- Developed machine learning-based solutions for IBM Watson powered chatbots, involving programming, UX writing, and stakeholder management.
- Created basic prompts to guide a user through an e-commerce and training experience
- Wrote short-form UX copy for AI interactions for training and testing purposes, adjusting based on client feedback.
- Wrote API and tutorial documentation to support the project

**Published Author** | Self, Remote, Australia,

**May 2020 – Nov 2020**

- Wrote and published a self-help book: Finding Your Fire within a Burning World
- Wrote and published Finding Your Fire Within a Burning World, a practical self-help guide blending psychology, personal growth, and emotional resilience techniques.
- Explored themes of purpose, burnout, and meaning-making—relevant to both individual growth and organizational well-being.
- Applied structured research and storytelling to make abstract concepts relatable and actionable for readers navigating crisis and change.
- Developed marketing and content strategy independently, reaching a global audience through digital platforms

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**Junior UX Researcher and Designer & Technical Writer** | ANZ Bank, Contract, Australia,

**Feb 2016 – Feb 2017**

- Designed onboarding and instructional manuals for HR teams and internal tools, enhancing learning experience for non-technical staff
- Developed instruction manuals for internal banking processes including how-to guides for UX research
- Crafted short-form UX writing for banking and recruitment web pages.
- Authored technical content using Confluence for instructional manuals, design documents, and onboarding.
- Analyzed customer data, including interviews and reports, to enhance user experiences.
- Collaborated with visual designers and senior UX researchers to ensure high-quality user experiences with the appropriate tone of voice.
- Successfully drafted proposal for strategic goals, securing budget approval.

**Agile Coach and Consultant** | NEU21 (Formerly Agile Eleven), Permanent, Australia

**Mar 2018 – Oct 2019**

- Consulted on organizational development and change management initiatives, with a focus on employee learning systems, knowledge sharing, and Agile transformation
- Developed training content and internal documentation practices to support long-term cultural shifts in distributed teams
- Consulted 13 enterprise organizations on agile transformation and process improvement.
- Authored instructional training content for Agile Transformations and Lean process improvement.
- Collaborated with the marketing team and founders on copywriting for the company webpage and regular blogs.

## EDUCATION

Software Engineering | General Assembly, Melbourne (2021)

Bachelor of Business | Swinburne University of Technology, Melbourne (2015)

## SKILLS

- Knowledge Management (Notion, Confluence, GDrive, GitHub, Slack)
- Documentation Architecture & Strategy
- AI Integration (RAG, Cody, Amazon Q, Claude, ChatGPT)
- Stakeholder Engagement & Facilitation
- Process Improvement (Agile, Lean)
- UX Writing & Onboarding Content
- Docs-as-code (Markdown, ReadMe, Stoplight)
- API & SDK Documentation
- Prompt Engineering & LLMs
- Technical Tools (Python, Terraform, AWS, Figma, React)

## LANGUAGES

- English (Native)
- European Portuguese (Limited Working Proficiency)
- French (Elementary Proficiency), learning at Université Populaire