Deborah Reece

Sr. Technical Writer for Developer Documentation

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Summary

I am a **Sr. Technical Writer** with 10+ years of experience in creating developer documentation, specializing in writing concise **API (using OpenAPI) and SDK reference guides** in Agile environments to significantly improve the developer experience (DX) and integration success rates. My background as a former developer enhances my capability to bridge the gap between technical complexity and user-friendly documentation, fostering improved developer experiences and integration success. My skills span across various tech domains, including SaaS, DevOps, cloud technologies, and AI/ML, underpinned by my effective communication and leadership abilities to drive projects to completion.

Core Competencies

- Authoring REST API guides with comprehensive overviews, process flows, UML diagrams, use cases, and snippets.
- Utilizing developer specs in Swagger 2.0 (OpenAPI 3.0) to create API reference content.
- Languages and data models like Python, Swift, Kotlin, JavaScript, C++, Java, Node.js, JSON, and YAML
- Using Docs-as-Code with Git and Markdown to create API documentation.
- Managing GitHub, Git, and Bitbucket repositories with Git Bash command-line interface (CLI).
- Regenerating Hugo web pages to update API reference content for dev portals.
- Collaborating with dev teams and stakeholders to elicit API reference and business requirements.
- Authoring deliverables including: product marketing/user guides, FAQs, release notes, standard operating procedures (SOPs), business processes, RFPs, SOWs, technical specifications, cybersecurity documentation, policies/procedures, business functional requirements documents (BFRDs), and process models, flowcharts, and diagrams using Visio.
- Designing knowledgebase wikis and hierarchies in Confluence and ServiceNow.

Technical Tools Used

- **Programming Languages:** JavaScript, Java, Python, C++, Kotlin, Swift, Node.JS, JSON, YAML, XML, HTML, XML, CSS, SAS, Visual Basic
- **API Documentation:** Markdown, Postman, Swagger (OAS), GitHub, Git, Bash CLI, Bitbucket, Sourcetree, Visual Studio Code, Jupyter Notebook. DITA, Google Docs, MS Office, Docs-as-Code
- **Project Management & Knowledgebase:** Jira, Kanban, Rally, Confluence, Horizon, ServiceNow
- **Cloud & DevOPs:** CI/CD, Azure DevOps, Kubernetes, AWS Cloud Computing
- **Database & OS:** Oracle SQL, Linux, iOS, Android, Windows
- **Chat:** MS Teams, Slack
- **AI/ML:** CoPilot, ChatGPT, Gen AI Prompt Engineering, Machine Learning Concepts
- **Methodologies:** Agile Scrum, REST API Concepts, NIST, Microservices, SaaS, ITIL, OAuth, UX Design, SDLC

Education

Pursuing MS in Data Science (with AI/ML) - Eastern University (In Progress)
MFA in Writing - Lindenwood University, 2022 (perfect 4.0 GPA)
BS in Computer Science - University of Arkansas at Little Rock
BA in English - University of Arkansas at Little Rock

Professional Experience

Sr. Technical RFP Writer   Remote
Maryland Dept. of Health (MDH)   12/2023—6/2024
I led in creating Request for Proposals (RFP) documents to ensure successful Medicaid vendor procurement processes for Maryland Office for Contract Management and Procurement (OCMP):

- Drove stakeholder discussions to elicit technical requirements for RFPs for the Maryland Aids Drug Assistance Program (MADAP) and the Surveillance Utilization Review Subsystem Request (SURS).
- Pioneered RFP development by scheduling and coordinating with cross-functional teams to gather SME input.

- Redesigned SOW and RFP templates and maintained library on SharePoint for template accessibility by proposal team.
- Advised in kick-off meetings with proposal team to develop new proposals and response strategies.
- Guided RFP and compliance matrix reviews with shareholders in SharePoint Online to ensure RFP accuracy.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. API Technical Writer   Remote
IGT   03/2023—05/2023

I drove the initiative with CTO, business analyst, and lead architect to create API integration guide to facilitate the ability of State iLottery customers to download games from the IGT gaming platform:
- Accelerated clients' integration with Regional Gaming System (RGS) platform by designing a Swagger-based API reference guide with updated endpoints that enables external clients to launch iLottery games in legal States.
- Referenced Swagger specifications from architect to document new API calls for gaming transactions to provide IGT customers' developers with comprehensive integration guide.
- Elevated developer understanding by researching existing online help system to draft detailed API overviews for new endpoints, ensuring accuracy and precision in conveying technical information.
- Monitored meetings with CTO, product manager, and architect to gather new API requirements.
- Designed and implemented a visually appealing template with corporate branding for comprehensive API guide.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. API Technical Writer   Remote
Netspend   06/2022—12/2022

I prioritized success for Netspend's business partners and ensured developer understanding by updating API reference guides for new endpoints and webhooks used in prepaid debit card payment transactions for underbanked clients:
- Created API reference guides based on OAS (Swagger) to describe endpoints for all payment transactions, elevating documentation for methods, parameters, schemas, URLs, and sample code and used Swagger UI to test API calls.
- Pulled together with architect and technical writing team in Scrum meetings, using Jira to manage tasks, track task progress, and groom sprint backlogs, ensuring timely deliverables.
- Researched dev team notes and business analyst observations in Jira and Confluence to document new API endpoints and webhooks to provide accurate developer reference guides.
- Advised in API content reviews with tech writing team by adding constructive feedback in Google Docs.
- Interfaced with product owners to document SOAP XML APIs for customers to provide successful integration.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. API Technical Writer   Remote
T-Mobile   11/2021—06/2022

I augmented technical expertise for internal developers by documenting critical API reference guide topics published in the Apigee DevCenter:
- Appraised API requirements and existing documentation to author topics on API security, design, load balancing, troubleshooting, Kubernetes API gateway solutions, and proxy generation for internal developers in DevCenter.
- Participated in regular documentation reviews with dev team to ensure alignment with project goals.
- Managed and revised user stories on the Jira Kanban board to ensure accurate documentation project tracking.
- Attended daily Agile Scrum meetings with dev team to update them on tasks status and resolve any issues.
- Utilized Slack to convey project assignments and provide regular status updates to cross-functional teams.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. API Technical Writer   Remote
Mastercard   06/2021—11/2021

I enhanced developer understanding for business partners by documenting payment transaction solutions for the API dev portal:
- Evaluated requirements in Azure DevOps Confluence to update API guides for advanced electronic payment solutions, including Click-2-Pay, Secure Remote Commerce for Merchants, and e-Commerce platform solutions.
- Managed and updated tasks matrix in Azure DevOps Confluence.
- Exercised Docs-as-Code methodology with Markdown and HTML to edit API reference content in Git repositories.
- Managed version control for commits, pushes, merges, and branch creation by handling Git Bash command line.
- Regenerated API portal web pages with Hugo after all content revisions.

- Submitted pull requests in Azure DevOps for product manager reviews, ensuring content aligned with codebase.
- Actively involved in Agile Scrum standups with technical writing team, addressing roadblocks and status of tasks.

Sr. API Technical Writer
IDEMIA
Remote
09/2020—06/2021

I spearheaded writing API reference guides for SaaS identity-related services company to provide a smoother customer experience, providing greater clarity for developers and better findability of products in the dev portal:
- Elaborated on new API endpoints for mobile identity access and verification apps in dev portal reference guides.
- Improved existing API reference topics by providing detailed overviews, use cases, and flow diagrams.
- Described API process steps in technical flow diagrams to facilitate clearer understanding of API calls.
- Managed local doc repositories and merged content into Bitbucket using GitHub for version control.
- Used Markdown to create SDKs and APIs for Android, iOS, and Web apps coded in Kotlin, Swift, and JavaScript.
- Created step-by-step user process-flows for guidance through apps.
- Overhauled product user guides for Mobile ID and Mobile Verify apps to improve readability and clarity.
- Examined developer notes in Confluence and Jira to document new features for customers in product guides.
- Submitted pull requests for API content approval by managers and moved files to QA repository for dev review.
- Uploaded product guides to SharePoint Online for review by managers to verify complete content.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. Technical Writer
Wells Fargo
Remote
04/2020—09/2020

I guided cross-functional teams in defining, streamlining, and documenting critical processes required to achieve successful bank compliance with the Federal Deposit Insurance Corporation (FDIC) Rule 370:
- Expedited compliancy with federal regulators' audit by creating SOR playbook for FDIC Rule 370, regulating how banks should handle both insured and uninsured customers' deposits in the event of bank failure.
- Discerned functional business requirements to document and map Rule 370 procedures for each LOB to manage customers' accounts during bank failure events, including checking, savings, money market accounts, and CDs.
- Directed meetings with stakeholders and project managers to review and cement processes for SOR playbook.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. Technical Writer
Bank of America
Remote
05/2019—03/2020

I shepherded documentation of AWS cloud portal procedures by going through portal hands-on to log and test processes, enhancing portal features reference guide for BofA architects and providing clear maneuverability:
- Implemented portal procedures by interviewing architects to write topics on migrating to cloud, authenticating, onboarding, virtual machine (VM) provisioning and management, and load balancer deployment.
- Engineered wikis in Horizon knowledgebase, including cloud portal cybersecurity, FAQs, and product guide.
- Modernized cloud portal documentation in Git repositories using Markdown, Sourcetree, and Git Bash (CLI).
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. Technical Writer
Kaiser Permanente
Remote
07/2018—05/2019

I designed and built a successful internal metrics knowledgebase reflecting the accurate patient performance status for KP's treatment of patients in hospitals and clinics:
- Led partnerships with data analysts and stakeholders to gather metrics scope requirements.
- Constructed wikis in Confluence for metrics, including definitions, formulas, sample results, and data field tables.
- Directed knowledgebase reviews with SMEs to ensure all metrics topics were accurate and complete.
- Programmed SQL queries to verify and document contents of Oracle database metrics tables.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. API Technical Writer
Equifax
Alpharetta, GA
03/2018—06/2018

I marshalled development of API reference guide for Apigee dev portal to assist developers in consuming APIs:
- Interviewed developers and reviewed Swagger specs to define API requirements and document API guide.
- Guided developers in onboarding procedures by designing step-by-step tutorials in PowerPoint for registering, onboarding, and creating applications in the Apigee dev portal.

- Created step-by-step tutorial that walked developers through the process of registering their account, generating their API key for onboarding, creating applications, and making their first API call.

Sr. API Technical Writer
Phoenix, AZ
American Express (AMEX)
03/2017—08/2017
I improved API payments reference documentation for business partners by incorporating more detailed and comprehensive descriptions for endpoints in dev portal content:
- Revised content to create clearer API overviews and descriptions for URLs, JSON objects, methods, parameters, sample responses and requests, status codes and messages, and endpoints for Card Partner applications.
- Updated reference topics in API dev portal for transactions including Spend Control Vault, ATM Locator, Pay for Points, Partner Card Application Offers, and V-Payment.
- Edited YAML files to document new API features and endpoints for reference guides on the dev portal.
- Orchestrated with developers and product owners in Scrum meetings to gather API guide requirements.
- Assigned task statuses and delegated tasks on Kanban board in Rally to align tasks with team priorities.
- Authored OAuth2 guide describing the authorization workflow required for third party authentication.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. Technical Writer
Columbia, SC
SC Dept of Health and Human Services (SCDHHS)
2015—2016
I ensured cybersecurity for Medicaid MMIS system by writing critical data security documentation:
- Steered NIST and CMS documentation compliance for safeguarding Personal Identity Information (PII).
- Researched CMS MARS-E2.0 standards and NIST Special Publications 800-53 and 800-171 to translate data security requirements into precise cybersecurity documentation templates aligning with both standards.
- Elicited input from security analysts to design SSP (System Security Plan) and SDD (Software Design Document), verifying that both documents complied with NIST and MARS-E 2.0 data privacy and security controls.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. Technical Writer
Little Rock, AR
FIS Global
2013—2014
I improved network security for financial services company by gathering and documenting cybersecurity requirements necessary for compliance with independent audits:
- Performed a thorough analysis of network cybersecurity policies and procedures in SharePoint Online libraries to address gaps and pain points, and existing standards and policies and create new ones as needed.
- Constructed detailed matrix based on gap analysis, and wrote all network security documents mandated on list.
- Talked to network security subject matter experts (SMEs) to assemble SOPs for network monitoring tools.
- Scheduled meetings with network analysts and managers to evaluate and collect any missing security requirements and reviewed completed documents for accuracy.
- Depicted detailed ITIL workflow diagrams in Visio and created ITIL strategy roadmaps.

Sr. Technical Writer
Little Rock, AR
Verizon
2012—2013
I created business functional requirements document (BFRD) for the dev team to design Clarity PPM installation:
- Joined with Agile dev team and stakeholders in joint application development (JAD) sessions and daily Scrum meetings to capture the evolving business requirements throughout each sprint in the BFRD.
- Designed and revised UML models for business processes in Visio.
- Cultivated the Clarity PPM Solution Run Book (SOMP) for maintenance, operations, and backup procedures.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.

Sr. Technical Writer
Bentonville, AR
Walmart
2010—2012
I promoted enterprise-wide adoption of Service-Oriented Architecture (SOA) by delivering artifacts on SOA:
- Formulated clear and persuasive SOA adoption advocacy materials for technical and non-technical audiences.
- Drafted specifications for integration processes with SOA web services, SOAP/REST protocols, service-oriented modeling,and architecture (SOMA) methodologies, and governance, risk and compliance (GRC) policies.
- Interviewed architects to gather requirements and mapped out complex SOA architecture diagrams using Visio.
- Successfully completed contract, delivering high-quality documentation under tight deadlines.