Deborah Reece

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SUMMARY

A results-driven **Sr. API Technical Writer** and former developer with 10+ years of experience producing technical documentation for application development projects. Specialized in partnering with Agile Scrum dev teams and cross-functional stakeholders to collect API requirements to craft comprehensive REST API/SDK reference guides for consumption by developers, enhancing the developer experience (DX). FinTech background. Passionate about AI/ML technologies.

Proven experience with the following:

- Strategic thinker with strong management ability and interpersonal communication skills to build relationships quickly and drive documentation projects forward to completion.
- Authoring REST API guides with concise overviews, process flows, UML diagrams, use cases, and code snippets.
- Examining developer specs in Swagger 2.0 (OpenAPI 3.0) to create API content.
- Reading code for Python, Swift, Kotlin, JavaScript, C++, Java, Node.js, JSON, and YAML
- Employing Docs-as-Code with Markdown and Git.
- Managing GitHub, Git, and Bitbucket repositories with Git Bash command-line interface (CLI).
- Regenerating static web pages with Hugo after pushing new content.
- Fluent with Jira in Agile environments.
- Technical understanding of microservices, web applications, and REST API concepts.
- Knowledge of Azure DevOps for Lifecycle Application Management and CI/CD.
- Experience with AWS Cloud Computing.
- Familiarity with UX design principles.
- All phases of the SDLC.

TECHNICAL SKILLS: JavaScript, Java, Python, C++, COBOL, Kotlin, Swift, Node.JS, JSON, YAML, XML, HTML, CSS, Postman, GitHub, Git, Bitbucket, Sourcetree, Git Bash CLI, CI/CD, DITA, Sphinx, reStructuredText, Markdown, Microservices Architecture, REST API design, AzureDevOps, Swagger, MS Office, Google Docs, ChatGPT, Prompt Engineering, Gen AI/Machine Learning, SQL, Linux, Kubernetes, DevOps, Docs-as-Code, AWS Cloud, Agile Scrum, Confluence, Jira, Rally, Kanban, MS Teams, Slack

PROFESSIONAL EXPERIENCE

Maryland Dept. of Health (MDH)   Remote
Sr. Technical Proposal Writer   Dec 2023—June 2024

Executed leadership efforts to create Request for Proposals (RFP) documents to secure successful Medicaid procurement processes for vendor bids:

- 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.
- Finessed RFP templates for the Maryland Office for Contract Management and Procurement (OCMP).
- Advised in kick-off meetings with proposal team to develop new proposals and response strategies.
- Guided RFPs and compliance matrices reviews in SharePoint Online with stakeholders to ensure accuracy.
- Evolved the Statement of Work (SOW) template and maintained library of RFP templates on SharePoint.
- Delivered high-quality results and met strict deadlines, successfully completing the contract.

IGT   Remote
Sr. API Technical Writer   March 2023 —May 2023

Drove initiative with CTO and lead architect to ideate and create the API reference guide for integrating the IGT gaming platform with State iLottery games:

- 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 created by architect to document new API calls for gaming transactions.
- 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.
- Contributed significantly to project, until unfortunately budget reductions ended the role.

Netspend   Remote
Sr. API Technical Writer   June 2022—Dec 2022

Prioritized developer success for Netspend's business partners and customer satisfaction by updating API reference guides for new endpoints and webhook callbacks used in prepaid debit card payment transactions:
- Engineered API reference guides based on Swagger specs to describe endpoints for all payment transactions, elevating documentation for methods, parameters, schemas, URLs, and sample code.
- 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.
- Conducted research of dev team and business analyst notes in Jira and Confluence to understand and document new API endpoints and webhooks for the webhooks reference guide.
- Advised in API content reviews with tech writing team by adding constructive feedback in Google Docs.
- Consultant role was completed successfully.

T-Mobile   Remote
Sr. API Technical Writer   Nov 2021—June 2022

Augmented technical expertise for internal developers by documenting critical API reference guide topics for 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.
- Teamed up with engineers via IMs, email, and virtual meetings to extract new API documentation requirements.
- Coached regular documentation reviews with dev team in video sessions to ensure alignment with project goals.
- Contract role was completed successfully.

Mastercard   Remote
Sr. API Technical Writer   June 2021—Nov 2021

Piloted initiative to maximize developer understanding by updating the external dev portal API guides with new features for payment solution transactions:
- Evaluated API requirements in AzureDevOps Confluence to update API guides for advanced electronic payment solutions, including Click-2-Pay, Secure Remote Commerce for Merchants, and e-Commerce platform solutions.
- 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.
- Leveraged Confluence wikis in Azure DevOps to research tasks, track progress, and maintain transparency.
- Actively involved in Agile Scrum standups with technical writing team, addressing roadblocks and task status.
- Consultant role was completed successfully.

IDEMIA   Remote
Sr. API Technical Writer   Sept 2020—June 2021

Spearheaded updating API reference guides to facilitate a smoother developer experience for SaaS identity-related services company, and as a result increased clarity of the API guide and customer dev portal maneuverability:
- Elaborated API endpoints for mobile identity access and verification apps in dev portal reference guides.
- Originated API technical flow diagrams for the dev team to facilitate clear understanding of all API calls.
- Managed local doc repositories and merged content into Bitbucket using GitHub for version control.
- Wielded Markdown to create SDKs and APIs for Android, iOS, and Web apps coded in Kotlin, Swift, and JavaScript.
- Implemented writing solutions for re-vamping the product guides to provide better readability.

- Overhauled product user guides for the Mobile ID and Mobile Verify apps to improve readability and submit for bids, and as a result the sales success rate increased in US states and European governments.
- Explored developer notes in Confluence and Jira to document new features for customers in product guides.
- Generated end-to-end user flow descriptions for navigating features in mobile identity and verification apps.
- Improved product guides with impactful UX images in PowerPoint to pump up the visual appeal.
- Submitted pull requests for API content approval by managers and moved files to QA repository for dev review.
- Uploaded MS Word product guides to SharePoint Online for review by managers to verify complete content.
- Consultant role was completed successfully.

Wells Fargo — Remote
Sr. Technical Content Writer — April 2020—Sept 2020
Guided cross-functional teams in streamlining the critical processes required for bank compliance with 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.
- Consultant role was completed successfully.

Bank of America — Remote
Sr. Technical Writer — May 2019—March 2020
Shepherded documentation of AWS cloud portal computing procedures to enhance portal maneuverability for BofA architects:
- Implemented cloud portal procedures by going through the Amazon Web Services (AWS) cloud platform hands-on and interviewing architects to write topics, including migrating to cloud, authenticating and onboarding, virtual machine (VM) provisioning and management, and load balancer deployment.
- Fabricated 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).
- Consultant role was completed successfully.

Kaiser Permanente — Remote
Sr. Technical Writer — July 2018—May 2019
Championed KP's patient performance status by designing and building an internal metrics knowledgebase to ensure accurate measurements of metrics for the successful treatment of patients in hospitals and clinics:
- Superintended partnerships with data analysts and stakeholders to gather metrics requirements for patients.
- Constructed wikis in Confluence for all metrics categories, including definitions, formulas, sample results, and data field tables.
- Inspected all Confluence wiki topics to provide jump links to related pages and created topic hierarchies.
- Directed regular 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.
- Consultant role was completed successfully.

Equifax — Alpharetta, GA
Sr. API Technical Writer — March 2018—June 2018
Marshalled development of API reference guide in Apigee dev portal to assist developers in consuming APIs:
- Refined API topics by interviewing developers and reviewing Swagger specs to gather API requirements.
- Supplied guidance to developers by designing step-by-step developer tutorials in PowerPoint for registering, onboarding, and creating applications in the Apigee portal.
- Manufactured API reference topic files using Markdown and HTML for upload into the dev portal.
- Consultant role was completed successfully.

American Express (AMEX)
Phoenix, AZ
Sr. API Technical Writer
March 2017—Aug 2017

Improved API reference documentation for payment solutions on external dev portal for business partners, including descriptions about new endpoints and features:
- Enriched developer understanding by fashioning elevated API overviews with greater detail.
- Revised content to create clearer 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 using Kanban board in Rally.
- Collaborated with developer SME to author the OAuth2 guide describing the authorization workflow needed for third party authentication to access APIs.
- Consultant role was completed successfully.

FIS Global
Little Rock, AR
Sr. Technical Writer
2013—2016

Facilitated network cybersecurity of financial services company by evoking and logging cybersecurity requirements necessary for compliance with independent audits:
- Directed a thorough analysis of network cybersecurity policies and procedures in SharePoint 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 SMEs to assemble Standard Operating Procedures (SOPs) for network monitoring tools, including Solidcore, Guardium, and Checkpoint.
- Promoted regular 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.
- Left direct role to become caretaker for an immediate family member with health concerns.

Verizon
Little Rock, AR
Sr. Technical Writer
2012 – 2013

Fulfilled developer design needs by gathering and maintaining accurate business functional requirements for Clarity PPM installation in the BFRD:
- Conjoined with Agile dev team and governance team stakeholders in JAD sessions and daily Scrum meetings to capture and notate the evolving business requirements throughout each sprint in the BFRD.
- Charted UML models for business processes in Visio to enhance team understanding and communication.
- Cultivated the Clarity PPM Solution Run Book (SOMP) for maintenance, operations, and backup procedures.

Walmart
Bentonville, AR
Sr. Technical Writer
2010—2012

Promoted enterprise-wide adoption of SOA by delivering artifacts on Service-Oriented Architecture (SOA) topics:
- 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) methodology, and Governance, Risk and Compliance (GRC) policies.
- Questioned architects and probed SOA concepts to understand requirements and produce documentation.
- Mapped out complex SOA architecture diagrams using Visio.
- Additional project included formulating training guides, process workflows, and Captivate training videos to improve the performance and training of transportation fleet dispatchers.
- Consultant role was completed successfully.

EDUCATION
- Master of Fine Arts (MFA) in Writing, Lindenwood University in 2022 (perfect 4.0 GPA)
- BS in Computer Science & BA in English, University of Arkansas at Little Rock
- Starting University of Texas at Austin Post-Graduate Program in AI and Machine Learning in Spring 2025