

Deborah Reece

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SUMMARY

Results-driven **Sr. API Technical Writer** and former developer with 10+ years of experience crafting documentation for application development projects. Specialized in partnering with Agile Scrum dev teams and cross-functional stakeholders to gather API requirements and craft comprehensive REST API/SDK reference guides that enhances developer experience (DX). Strong background in FinTech and payment APIs. Passionate about AI/ML technologies.

Proven experience with the following:

- Strategic thinker who can evaluate content strategy, execute new initiatives, and achieve measurable success.
- Technical project management skills with the ability to drive projects forward to completion.
- Strong interpersonal communication skills to build relationships and secure successful outcomes across teams.
- Authoring REST API guides with concise overviews, process flows, UML diagrams, use cases, and code snippets,
- Analyzing developer specs in Swagger 2.0 (OpenAPI 3.0) to create API content,
- Reading Python, Swift, Kotlin, JavaScript, C++, Java, Node.js, JSON, and YAML.
- Using 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 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.
- Understanding of Amazon Web Services (AWS).
- All phases of the SDLC.
- Familiarity with UX design principles.

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, Microservices Architecture, REST API design, AzureDevOps, Swagger, MS Office, Google Docs, Markdown, ChatGPT, Prompt Engineering, Gen AI and Machine Learning, SQL, Linux, Kubernetes, DevOps, Docs-as-Code, AWS Cloud Infrastructure, Agile Methodologies, Confluence, Jira

PROFESSIONAL EXPERIENCE

MARYLAND DEPT OF HEALTH (MDH)

Sr. Technical Proposal Writer

Remote

Dec 2023–June 2024

Project: Led efforts to create Request for Proposals (RFP) documents to ensure success of Medicaid procurement processes for vendor bids.

- Engaged stakeholders to elicit review feedback and provide technical requirements for RFPs for the Maryland Aids Drug Assistance Program (MADAP) and the Surveillance Utilization Review Subsystem Request (SURS).
- Optimized RFP development by scheduling and coordinating with cross-functional teams to gather SME input.
- Improved RFP templates for the Maryland Office for Contract Management and Procurement (OCMP).
- Participated in kick-off meetings for new proposals and developed response strategies with teams.
- Reviewed RFPs and compliance matrices in SharePoint Online for accuracy with stakeholders.
- Developed 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

Sr. API Technical Writer

Remote

March 2023 –May 2023

Project: Drove initiative with CTO and lead architect to ideate and create the API reference guide for integrating States' online iLottery platforms with the IGT gaming platform and download games.

- Accelerated clients' integration with Regional Gaming System (RGS) platform by designing a Swagger-based API reference guide, including updated endpoints enabling external clients to launch iLottery games in legal States.

- Referenced Swagger specifications created by architect to document 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.
- Piloted 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

Sr. API Technical Writer

Remote
June 2022–Dec 2022

Project: Prioritized developer success for Netspend's business partners and customer satisfaction by updating guides for new API endpoints and webhook callbacks used in prepaid debit card payment transactions.

- Revised API reference guides based on Swagger specs, describing new endpoints for all payment transactions, including elevated documentation for methods, parameters, schemas, URLs, and sample code.
- Utilized Jira to manage tasks, track task progress, and groom sprint backlogs, ensuring timely deliverables.
- Developed user stories and defined acceptance criteria for new API features, aligning with business goals.
- Documented and updated webhooks reference guide by analyzing business requirements and Swagger specs.
- Participated in API content reviews with tech writing team by adding helpful feedback in Google Docs.
- Contract role was completed successfully.

T-MOBILE

Sr. API Technical Writer

Remote
Nov 2021–June 2022

Project: Supplied greater technical expertise for developers by documenting critical API reference guide topics for the Apigee DevCenter.

- Created wiki templates in the DevCenter and successfully authored topics on API security, design, load balancing, troubleshooting, Kubernetes API gateway solutions, and proxy generation for internal developers.
- Collaborated with engineers via IMs, email, and virtual meetings to elicit API documentation requirements.
- Led regular documentation reviews with dev team in Webex sessions to ensure alignment with project goals.
- Contract role was completed successfully.

MASTERCARD

Sr. API Technical Writer

Remote
June 2021–Nov 2021

Project: Led initiative to maximize developer understanding by updating the dev portal API guides with new features for payment solution transactions.

- Analyzed 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.
- Used 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 using Git Bash command-line (CLI).
- Regenerated API portal web pages with Hugo after all content revisions.
- Made pull requests in Azure DevOps for product manager reviews, ensuring new content aligned with codebase.
- Leveraged Confluence wikis in Azure DevOps to research tasks, track progress, and maintain transparency.
- Participated in Agile Scrum standups with technical writing team, addressing any roadblocks and task status.
- Contract role was completed successfully.

IDEMIA

Sr. API Technical Writer

Remote
Sept 2020–June 2021

Project: Spearheaded updating API reference guides to facilitate a smoother developer experience for Software for a Service (SaaS) identity-related services company, as a result increased guides clarity and dev portal maneuverability.

- Described API endpoints for mobile identity access and verification apps published in the customer dev portal.
- 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.
- Used 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.
- Revised 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 with DMVs in US states and European government entities.

- Researched developer notes in Confluence and Jira to document new features for customers in product guides.
- Created clear end-to-end user flow descriptions for navigating features in mobile identity and verification apps.
- Updated product guides with new 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.
- Contract role was completed successfully.

WELLS FARGO

Sr. Technical Content Writer

Remote
April 2020–Sept 2020

Project: Guided cross-functional teams in determining and documenting critical processes required for compliance with federal agency audit.

- Facilitated compliancy with FDIC 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.
- Conducted meetings with stakeholders from critical business units to discuss processes for SOR playbook.
- Analyzed business requirements to document and map the Rule 370 procedures for managing customers' accounts during bank failure events, including checking, savings, money market accounts, and CDs.
- Contract role was completed successfully.

BANK OF AMERICA

Sr. Technical Writer

Remote
May 2019–March 2020

Project: Shepherded documentation of AWS cloud portal computing processes and procedures to provide ease of 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.
- Created wikis in Horizon knowledgebase, including cloud portal cybersecurity, FAQs, and product guide.
- Updated cloud portal documentation in Git repositories using Markdown, Sourcetree, and Git Bash (CLI).
- Contract role was completed successfully.

KAISER PERMANENTE

Sr. Technical Writer

Remote
July 2018–May 2019

Project: 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.

- Led partnerships with data analysts and stakeholders to gather metrics requirements for medical facilities.
- Created Confluence wikis for metrics categories, including definitions, formulas, sample results, and data tables.
- Researched all Confluence wiki topics to provide jump links to related pages and created topic hierarchies.
- Conducted regular reviews with SMEs to ensure all metrics topics were accurate and complete.
- Created and executed SQL queries to verify and document contents of Oracle database metrics tables.
- Contract role was completed successfully.

EQUIFAX

Sr. API Technical Writer

Alpharetta, GA
March 2018–June 2018

Project: Marshalled development of API reference guide in Apigee dev portal to assist developers in designing and building solutions.

- Developed API topics by interviewing developers, and reviewed Swagger specs to gather API requirements.
- Provided guidance to developers by designing step-by-step developer tutorials in PowerPoint for registering, onboarding, and creating applications in the Apigee portal.
- Created API reference topic files using Markdown and HTML for upload into dev portal.
- Contract role was completed successfully.

AMERICAN EXPRESS (AMEX)

Sr. API Technical Writer

Phoenix, AZ
March 2017–Aug 2017

Project: Updated API reference documentation for business partners on the external customer dev portal, including descriptions about new endpoints and features for payments solutions.

- Enhanced developer understanding by crafting 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.
- Interfaced with product owner and developers in Scrum meetings to gather API reference guide requirements.
- Managed statuses of tasks and task assignment allocations 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.
- Contract role was completed successfully.

FIS GLOBAL

Little Rock, AR

Sr. Technical Writer

2013–2016

Project: Enhanced the network cybersecurity of financial services company by eliciting and streamlining policy and procedure documentation requirements for compliance with independent audits, and producing the deliverables.

- Performed 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.
- Interviewed network security SMEs to draft Standard Operating Procedures (SOPs) for network monitoring tools, including Solidcore, Guardium, and Checkpoint.
- Facilitated regular meetings with network analysts and managers to evaluate and collect any missing security requirements, and reviewed completed documents for accuracy.
- Mapped 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

Assured accurate development specifications by creating a Business Functional Requirements Document (BFRD) for Clarity PPM installation:

- Collaborated with Agile Scrum dev team and governance team stakeholders in Joint Application Design (JAD) sessions to capture and document the evolving business and functional requirements throughout each sprint.
- Utilized Visio to map process workflows and develop models for enhanced understanding and communication.
- Engaged in daily Scrum meetings and sprint demo reviews, fostering effective collaboration with developers and stakeholders to revise changed requirements in the BFRD for each sprint.
- Created the PPM Solution Run Book (SOMP) detailing maintenance, operations, and backup procedures to ensure smooth system management.
- Contract role was completed successfully.

WALMART

Bentonville, AR

Sr. Technical Writer

2010–2012

Promoted corporate-wide adoption of SOA by writing materials on Service-Oriented Architecture (SOA) topics:

- Promoted enterprise-wide SOA evangelization efforts by crafting clear and persuasive SOA adoption advocacy materials for both technical and non-technical audiences.
- Wrote 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.
- Interviewed architects and researched SOA concepts to understand requirements and produce documentation.
- Created intricate SOA architecture diagrams in Visio.
- Additional project included formulating training guides, process workflows, and Captivate training videos to improve the performance and training of transportation fleet dispatchers.
- Contract role was completed successfully.

EDUCATION

- Master of Fine Arts (MFA) in Writing, Lindenwood University in 2022 with perfect 4.0 GPA
- BS in Computer Science and 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