Chris Gardiner-Bill

A senior technical writer specialising in docs as code
[Email](#) | [Portfolio](#) | [LinkedIn](#) | [GitHub](#)

Profile

A senior technical writer and trainer with two decades of experience delivering high-quality documentation and training materials for technical, business, and generalist audiences. Expertise in docs-as-code workflows, utilising tools like Git, Markdown, and CI/CD pipelines to streamline publishing, enhance quality, and reduce costs. Proven ability to collaborate with subject-matter experts, stakeholders and end users, ensuring seamless communication while delivering the best outcomes. Broad industry experience, including software development, financial services, engineering, and analytics.

Key capabilities

Documentation & Writing

- Technical Documentation
- Editing & Proofreading
- API Documentation

Training & Development

- Instructional Design
- Training Material Development
- Onboarding Programs

Process Improvement & Automation

- Docs as Code (Markdown, AsciiDoc)
- CI/CD for Documentation
- Workflow Automation

Technical Skills

- API Development, Testing & Debugging
- Static Site Generators
- Version Control (Git)

Languages

- JavaScript, TypeScript
- Python, PHP, SQL
- Familiar with Java, Go, Swift

Soft Skills

- Cross-Functional Collaboration
- Problem-Solving
- Project Management (Agile, Jira)

Professional Experience

Senior Technical Writer, Canva, 2023-2025

Collaborated with engineering, design, and QA teams to produce high-quality internal and external documentation. Partnered with cross-functional teams to streamline documentation processes and create scalable resources for a rapidly growing organisation.

Key Responsibilities:
- Developed Canva's AI documentation hub for engineers and non-engineers during a pivotal shift towards AI-focused initiatives.
- Planned, wrote, and implemented onboarding programs for AI/ML engineers, partnering with subject-matter experts and education specialists.
- Contributed to internal resources, including Canva's Engineering Handbook, Galaxy (Backstage), Confluence and blog posts.
- Authored key API documentation, such as the [Autofill Guide](#) and [Return Navigation Guide](#).

Key Achievements:
- Reduced onboarding time for AI/ML engineers through tailored training programs.

- Significantly improved access to AI knowledge resources, enabling faster adoption across teams.
- Enhanced documentation visibility and usability, directly supporting Canva's developer community.

Technical Writer, Specialized Bicycle Components, 2020-2023

Established a robust technical documentation ecosystem, focusing on API development and customer-facing materials. Supported engineering and DevOps teams in debugging, operational workflows, and global deployment efforts.

Key Responsibilities:
- Built a comprehensive suite of API documentation using Markdown and MkDocs for six core services.
- Provided hands-on technical support to clients and internal teams, ensuring alignment with business needs.
- Automated technical publishing pipelines, reducing manual effort and improving document accuracy.

Key Achievements:
- Developed a Python utility to convert OpenAPI (Swagger) files to Markdown, cutting documentation time by 90%.
- Delivered bespoke API integrations for high-profile clients, including the German National Cycling Team and elite coaching businesses.
- Created Postman test collections with over 1,000 endpoints, which became a standard testing tool for the DevOps team.

Technical Writer and Product Trainer, Equifax Australia, 2014-2020

Produced technical manuals, release notes, and training materials for Equifax's flagship credit decisioning platform. Delivered training to diverse audiences, including clients and internal teams.

Key Responsibilities:
- Collaborated with product owners, business analysts, and developers to create tailored training programs.
- Automated publishing workflows, integrating Git, AsciiDoctor, and Python for seamless updates.
- Maintained and managed a Git repository with thousands of technical documents for product lines.

Key Achievements:
- Reduced time-to-market for documentation updates by 80% through automation.
- Delivered customized training programs to top Australian banks, enhancing client satisfaction and product adoption.
- Introduced scalable processes that eliminated the need for a dedicated writing team, saving significant operational costs.

Prior roles (2004-2014)

- Technical Writer, Broadspectrum, Australia
- Technical Writer, ANZ Banking Group, Australia
- Technical Author, NorthgateArinso, United Kingdom
- Technical Author, Radiodetection Ltd, United Kingdom
- Technical Writer, Rutledge Engineering, Australia
- Editorial Assistant, John Wiley and Sons, Australia

Education

- Diploma of Project Management, Institute of Management, Australia.
- Master of Arts (Communications), The University of Melbourne, Australia.
- Bachelor of Arts with Honours, The University of Melbourne, Australia.