Chris Gardiner-Bill

Senior technical writer specialising in docs as code
Melbourne, Australia | LinkedIn | GitHub

Profile

A senior technical writer and trainer with almost 20 years experience producing high-quality documentation and training material for technical, business and generalist audiences. Worked in manufacturing, banking and financial service, engineering services, software development, sports tech, analytics and publishing sectors.

A specialist in *docs as code* using Git, Markdown, AsciiDoc, static site generators, and CI/CD-based to automate single-source publishing to the web, mobile and print.

Key skills

Technical Documentation, Technical Writing, Editing, Docs as Code, Product Training, Instructional Design, Proposal Writing, Collaboration Tools (JIRA, Confluence, Slack), Mentoring, Problem Solving, Automation, API Testing, Project Management, Agile, Scrum, CI/CD

Technical skills

Markdown, MkDocs, AsciiDoc, Asciidoctor, Python, JavaScript, JSON, VueJS, PHP, HTML/CSS, Bash, WordPress, WordPress Plugin development, Ghost, Static Site Generators (Hugo, Gatsby, Pelican, Jekyll), DevOps, Amazon Web Services (S3, EC2, Boto3), Git, Docker, Databases (MySQL, SQLite, MongoDB), Linux (Ubuntu)

Experience

Technical Writer, Specialized Bicycle Components, 2020–2023

Responsibilities

- Wrote, edited, maintained and published an extensive suite of API documentation using Markdown and MkDocs
- Worked with, and provided technical support to customers, customer support personnel, subject matter experts, developers
- Provided operational, testing, debugging, and documentation support to DevOps and engineering teams across Specialized teams across the globe

Achievements:

- Greenfield position - created an extensive documentation suite for 6 API services including Zone 5 Cloud/Today's Plan, Bike Registration and Turbo Settings Services, Events Service, Point of Sale Service (Oracle bridge) and Identity Service (for Chinese deployment rollout)
- Developed an automated technical publishing system, optimised for Specialized's

AngularJS-based portal
- Developed and supported bespoke API integration solutions for elite coaching businesses including Purple Patch Fitness, Dylan Johnson Training, Brownlee Brothers, Guided Heroes, and the German National Cycling Team (Bora Hangrobe)
- Developed a Postman testing suite containing over a 1000 endpoints, which DevOps leveraged for deployment testing

Skills demonstrated

AWS · WordPress · Technical Writing · API Documentation · Editing · Content Management · Testing · Web Development · Proofreading · Technical Documentation · Web Applications · Copy Editing · HTML · CSS · JavaScript · PHP · MySQL · Python · Markdown · Git · Linux · Shopify · Liquid

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

Responsibilities

- Developed product documentation, release notes and training material for the DecisionPoint 3 credit decisioning platform.
- Worked with customers to tailor training material according to customer requirements
- Delivered on-site and remote product training to customer technical and business personnel
- Worked with product owners, developers, business analysts, and subject matter experts
- Supported Delivery team, client solution consultants, and customer personnel

Achievements

- Developed an automated, single-source publishing system using GIT, AsciiDoctor and PrinceXML to produce technical manuals and training material in HTML and PDF
- Automated JIRA to build and deploy release notes
- Managed a suite of 1000s of technical documents from a single Git repository
- Developed a customer training programme delivered to clients across Australia including ANZ, Ubank, MeBank, Toyota, Nissan, Bank West, and MyState Bank

Skills demonstrated

Technical Writing · Software Documentation · Editing · Content Management · Testing · Web Development · Proofreading · Technical Documentation · Web Applications · Copy Editing · HTML · XML · CSS · JavaScript · Python · Ruby · Product Training · Asciidoctor · Markdown · Git · Linux

Technical Writer, Broadspectrum, 2010–2014

- Wrote, edited and produced responses to tender for the Infrastructure ANZ business covering Water and Electrical industries
- Worked with subject matter experts, engineers, proposal managements, and graphic designers

Achievements

- Leader writer and editor of successful tenders including, SP AusNet Project Alpha, Gippsland Water M&E, and the Northern Victorian Irrigation Project.
- Developed automated Word templates to improve efficiency and consistency of tender documents
- Wrote a library of content as part of the Proposals Central initiative, allowing smaller engineering teams to respond to tenders for smaller projects

Skills demonstrated

Technical Writing · Project Management · Proposal Writing · Editing · Content Management · Proofreading · Technical Documentation · Marketing Communications · Copy Editing · Visio · Microsoft Word · MS Project · Microsoft Office · VBA

Summary of earlier roles

- Technical Writer, ANZ Banking Group, Australia - 2010
- Technical Author, NorthgateArinso, United Kingdom - 2008–2010
- Technical Author, Radiodetection Ltd, United Kingdom - 2007–2008
- Technical Writer, Rutledge Engineering, Australia - 2006–2007
- Editorial Assistant, John Wiley and Sons, Australia - 2005–2006

Volunteer work

- Information Technology Officer, Tarralla Kindergarten, 2021–2022

Education

- The University of Melbourne, Australia – Master of Arts (M.A.), 2004–2005
- Institute of Management, Australia – Diploma of Project Management, 2011–2012
- The University of Melbourne, Australia – Bachelor of Arts with Hons, 1998–2002

Personal projects

ChrisRosser.net and Medium
Under the *nom de plume*, Chris Rosser, I write and serialise fantasy stories to an audience of 350 subscribers

Rosser's Reads
Bookshelf app to track and display books I've read, want to read and currently reading, created in VueJS and deployed to Netlify. Source code available on GitHub.

Nexus 3
A project to help table-top roleplayers find games. I'm the lead (and only) developer. The backend is written in Python (using FastAPI) and the front-end is an Single-Page Application written in VueJS.

Resume available on GitHub