JOAQUIN ROMO
Senior Technical Writer / Content Engineer
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Senior Technical Writer and Content Engineer with 8+ years of experience building scalable developer documentation, API references, and content systems for web-native platforms. Specialized in docs-as-code, automation, and developer experience, with a strong track record of reducing friction, improving adoption, and partnering closely with engineering and product teams.

EXPERIENCE

Technical Writer — MongoDB
Apr 2025 – Present · Mexico, Remote
- Own end-to-end documentation for complex Cloud features including Atlas Migrations / Migration Hub, Atlas Data Federation, and the Atlas Kubernetes Operator, crafting task-focused content for engineers.
- Led the recovery and successful merge of a large revamp-focused feature branch that was at risk of being abandoned, designing and executing a cherry-pick strategy, resolving all merge conflicts, and coordinating validation across the working group to preserve weeks of work.

Technical Writer II — Amazon
Sep 2022 – Oct 2024 · Seattle, WA
Developer portal for Security and Tokenization Product
- Consolidated fragmented internal documentation into a unified Sphinx-based docs-as-code platform, migrating multiple legacy wiki sources.
- Implemented automated API documentation and code examples generated directly from Smithy models using internal CLI tooling, significantly reducing manual maintenance and content staleness.
- Authored and maintained documentation for secure storage and tokenization services used by internal engineering teams.

Developer portal for Payments Engineering Org
- Led a major documentation revamp supporting 100+ features for an internal audience of 5,000+ engineers across Payments teams.
- Reduced documentation-related inquiries by ~15% and accelerated onboarding timelines by improving information architecture and API clarity.
- Supported an API surface of 300+ endpoints with autogenerated documentation and tested Java code examples, enabling continuous updates tied to API model changes.
- Partnered closely with engineers, product managers, and analytics teams to measure documentation effectiveness and guide content strategy.

Senior Technical Writer — Wizeline
Sep 2017 – Aug 2022 · Guadalajara, Mexico. / Ho Chi Minh City, Vietnam.
- Led API and SDK documentation initiatives for Fortune 500 clients in fintech, media, and e-commerce.
- Influenced API design by standardizing response structures and documentation patterns, directly improving developer experience and product adoption.
- Mentored junior writers and supported hiring efforts, helping scale the docs team from ~5 to 50+ writers.
- Participated in a 9-month Work Abroad program supporting APAC clients from the Vietnam regional office.
- **Selected Work:** developer.clip.mx — Developer portal for a fintech unicorn in the payments industry.

CORE TOOLS & SKILLS

Docs-as-code · Developer portals · API documentation · Content systems · Developer experience (DX)
Markdown / MDX · OpenAPI / Smithy · Sphinx · Docusaurus · JavaScript / TypeScript (working knowledge)
Git · CI/CD · Content automation · Information architecture

EDUCATION

B.S. Biomedical Engineering — Universidad de Guadalajara
Web Development Technician Certification — Frontend foundations