



JASON GANNON

Technical Writing | API Design and Documentation


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Professional Experience

Qualtrics

Senior Analyst (Technical Writing)

Mar 2022–Present

- **API Documentation:** Update OpenAPI Specifications (OASs) on Qualtrics API Docs  for new features and to improve existing specification files
- **Design of API Rulesets:** Work with product and engineering teams to define API style guide and custom rulesets (use Spectral to extend basic OpenAPI validation with custom rules)
- **API Governance:** Develop and maintain Spectral API linter for auto-validation of OASs. Work with engineering and operations to integrate custom rulesets in CI/CD pipeline (GitLab, Jenkins)
- **Integration Documents:** Work with product teams to create and improve API integration documents such as API Usage Reports and security documentation like
- **Development of API linter:** development of Spectral linter (OpenAPI) for design review of proposed public APIs

United Parcel Service (UPS)

Senior Analyst (Technical Writing)


Sep 2023–Feb 2024

- **API Design and Governance:** Reviewed APIs for adherence to OpenAPI and custom rulesets; implemented custom Spectral linter for auto-validation of OASs.
- **API Documentation:** Edited public OASs to improve documentation and user-friendliness and to make OASs compliant with OpenAPI 3.x standard
- **Instruction of API Design:** Coached developer teams on requirements for refactoring API in compliance with an updated OAS
- **Prototyping:** Developed web app prototype for stakeholder review of new developer portal site that improved and added functionality and provided a fuller user-experience

Pace Software

Senior Technical Writer

Sep 2021–Jul 2023

- **Developer portal:** Development of developer portal  using Gatsby and React components
- **API Design:** Design and implementation of the public APIs, closely adhering to OpenAPI standards.
- **API Documentation:** Responsible for all aspects of API documentation, including writing comprehensive OASs and supplemental API documentation
- **Architectural Modeling:** Created entity-relationship diagrams and data models to support API design and backend development efforts.
- **JSON-based Rules Engine Design and Prototyping:** Designed JSON-based rules engine for the .NET backend, enabling dynamic business logic processing within our applications.

- **Requirements Analysis and Specification Writing:** Conducted thorough requirements gathering and analysis to understand Eli Lilly's needs for enterprise web applications
- **Compliance and Quality Assurance:** Ensured all software development practices complied with industry regulations relevant to the domain sector, including data protection and privacy laws
- **Documentation and Technical Writing:** Created roadmap for content creation on internal portal for employee onboarding

Self-Employed

- **Front-End Development for Fintech Solutions:** Development of web and mobile fintech applications using HTML, CSS, JavaScript, ensuring responsive design and accessibility
- **.NET Backend Development:** Development of .NET (C#) web APIs for financial applications, focused on RESTful JSON web services and providing secure, scalable data exchange

The Korte Company

- **Database Administration for Estimation and Quantity Takeoff Software:** Led the development and management of comprehensive databases for estimation and quantity takeoff software
- **Software Integration:** Led integration of software systems into a cohesive workflow for project estimation and planning. Developed interfaces to facilitate data exchange between tooling.

Education

Bachelor of Arts, English Literature

Purdue University, West Lafayette, Indiana

May 2004

Skills

Technical writing, editing, information architecture, content modeling, workflow analysis, SME collaboration | Developer portals, developer experience, CMSs, web frameworks (Next.js, Gatsby, Astro, Hugo) | REST APIs, OpenAPI, REST, Swagger, Postman, JSON, YAML, XML | Markdown, HTML, CSS, CMSs, Visio, Lucid, draw.io, Plant UML, Mermaid JS | JavaScript, React, Node.js, Express.js, .NET, Python, C, SQL, NoSQL | Agile, Waterfall, SDLC, version control

Projects

Available at: github.com/jasongannon/work-samples