

Kurt Heiss

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Professional Summary

Technical-minded professional with hands-on years of experience delivering high-quality IT products to ensure significant growth in business value. Proven track record of success in product/software development, project administration, technical documentation, and team leadership. Customer centric with strong communication skills and the ability to build robust relationships and effectively manage competing demands that result in achieving challenging goals and objectives. Highly organized and astute strategist with a solid history leading organizations by critical transitions/execution of initiatives.

- Product Management
- Stakeholder Relationship Building
- Customer Service & Support
- Technical Project Governance
- Team Leadership
- Issues & Conflicts Resolution
- Documentation Management
- Strategy Implementation
- Cost Estimation & Reduction
- Content Development
- Software Development Lifecycle
- Market Research Analysis

Career Experience

API Product Owner

8x8, San Jose, CA

2019 to Present

Assume accountability for overseeing all aspects related with the development and management of the public API Reference portal. Liaise with globally distributed development teams and stakeholders to work on product specifications and design. Formulated and presented an API documentation strategy to the enterprise stakeholders.

- Successfully implemented an API first standardization initiative across the company.
- Focused on improving the user experience by developing products according to their needs.

Kubernetes Platform Information Development (Contractor)

Apple, Sunnyvale, CA

Nov to Dec 2018

Developed and executed a documentation strategy for Apple's internal Kubernetes platform. Facilitated internal Apple developers by identifying and providing them with guide requirements and standards. Collaborated with the development team and program directors to manage projects.

- Supported technical writers with regards to strategy and the usage of project authoring tools.
- Spearheaded internal documentation projects for Apple's Kubernetes platform.

Assistant Developer Information Development (Contractor)

Google, Mountain View, CA

March to Oct 2018

Managed partner documentation projects for Google Assistant whilst working in close collaboration with the stakeholders. Devised a documentation strategy for associated Google Assistant testing and presented it for the forthcoming documentation efforts.

- Cultivated and maintained solid working relationships with peers and stakeholders to ensure seamless delivery of projects within defined scope and budget.

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AI/ML API/SDK Information Development (Contractor)

Ayasdi, Menlo Park, CA

Jan to March 2018

Provided end-to-end management of Ayasdi's Artificial Intelligence/Machine Learning web portal documentation. Identified gaps in customer documentation in collaboration with the data science team. Prepared and delivered a presentation on documentation strategy to company stakeholders.

- Implemented doc as a code strategy with the help of the software development team.

Senior Technical Writer (Contractor)

Cisco Systems - San Jose, CA

Jan to Sept 2017

Created new product offering customer documentation liaising with product management. Developed strategy and helped define the end user experience for guided interaction authoring. Developed product user guides and API reference.

- Established Champions team with other writers to identify gaps in documentation processes.
- Designed a documentation example presentation to be delivered at the Consumer Electronics show in Las Vegas.

Additional Experience:

API Developer Portal Product Owner | NTTi3 - East Palo Alto, CA | 2016.

API Documentation/Customer Information | ExactBid - San Jose, CA | 2015 to 2016.

Senior Technical Writer/Project Manager | Symantec, OpenStack Cloud Platform Engineering - Mountain View, CA | 2014 to 2015.

Workday Migration/Noogler Onboarding Process | Google - Mountain View, CA | 2013 to 2014.

Information Development/Marketing Communications | Aggregate Knowledge - San Mateo, CA | 2012 to 2013.

Education

Master of Business Administration, Specialization in Management and Marketing, 2015
Santa Clara University, Leavey School of Business, Santa Clara, CA

Bachelor of Science in Zoology
University of Washington, Seattle, W A

IT Knowledge

Topic based authoring, Linux, UNIX, HTML, CSS, Doxygen, JSON, Javadoc, markdown, Google docs and sites, SwaggerHub usage and administration, Apigee Edge usage and administration, Stoplight, Jupyter notebooks, Confluence authoring and management, Salesforce, Visual Studio Code, Arbortext, version control systems, Agile software development, readme.io, legacy documentation reuse, DITA/XML Structured Authoring, MadCap Flare, JIRA, WalkMe guided user authoring, Oxygen XML, GitHub, GitLab, gKMS, Google Visualization APIs, Adobe FrameMaker, Microsoft Office Suite, Vim, emacs, computer graphics, and animation, Python, C++