

Kurt N. Heiss, MBA

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Technical Writer

Innovation

Collaboration

Research



Results and detail-oriented technical writer with 10+ years of experience in enterprise software and tech product documentation.

Professional Summary

Proven track record of developing comprehensive technical documentation and driving initiatives. User-centric with strong communication and collaboration skills and the ability to build robust stakeholder relationships. Highly organized and astute strategist with a solid history of leadership and innovations through critical transitions and execution of objectives.

Achievements

- Proactive Product Owner that initiated and developed 8x8's customer API Reference portal
- Lead Technical Writer for the development and management of LinkedIn's Marketing Solutions customer documentation
- Managed and developed initiative and strategy for Roku's Ad Tech API program
- Documentation project lead for the UPS API standardization team

Experience

Sr. API Technical Writer (Contractor)
UPS, Alpharetta, GA (remote)

June 2023 to October 2023

- Developed API specification standards and acceptance protocol for organization-wide UPS development teams
- Created detailed reference documentation, including endpoint descriptions, parameters, responses, and error handling
- Improved end-user experience by enhancement and repurposing of legacy developer guide documentation
- Mentored and managed other technical writers/developers on standards, writing tools, and team processes

Developer Relations Associate - Partner Engineering/Sr. API Technical Writer - Advertising
Roku, San Jose, CA

May 2022 to March 2023

- Created and edited content and educational videos for the use of Roku's proprietary Brightscript programming language
- Managed and developed initiative and strategy for customer Roku Ad Tech API Portal
- Created detailed API reference documentation, including endpoint descriptions, parameters, responses, and error handling

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Sr. API Technical Writer (Contractor)

LinkedIn, Sunnyvale, CA

September 2021 to May 2022

- Developed and managed LinkedIn Marketing Solutions customer engineering documentation
- Created detailed customer API reference documentation, including endpoint descriptions, parameters, responses, and error handling
- Designed and organized content for new API products and requirements gathering for the customer support team
- Managed Github document version control across the entire marketing library in parallel with API version control

API Product Owner

8x8, Campbell, CA

January 2019 to August 2021

- Managed and developed 8x8's customer API Reference portal
- Evangelized and popularized a dormant API program
- Created detailed API reference documentation, including endpoint descriptions, parameters, responses, and error handling
- Created a customer information strategy followed by enterprise stakeholders
- Provided leadership to leverage product's strengths while boosting productivity, organization, and personal accountability among stakeholders
- SDK documentation development and open source software contributor

Kubernetes Platform Information Development (Contractor)

Apple, Sunnyvale, CA

November to December 2018

- Managed and developed internal customer documentation projects for Apple's Kubernetes platform
- Strategize and liaise with the development team and program directors

Google Assistant Developer Information Development (Contractor)

Google, Mountain View, CA

March to October 2018

- Managed and developed partner (e.g., Sony, LG) documentation projects for Google Assistant
- Collaborate with stakeholders across the Assistant platform to complete projects

AI/ML API/SDK Information Development (Contractor)

SymphonyAI (Ayasdi), Menlo Park, CA

January to March 2018

- Managed customer web portal documentation

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Senior Technical Writer (Contractor)

Cisco Systems, San Jose, CA

January to September 2017

- Managed and developed product user guides and API reference

API Product Owner (Contractor)

NTTi3, East Palo Alto, CA

September to December 2016

- Managed customer documentation effort for SD-WAN product and API reference portal

API Documentation/Financial Institution Customer Information

ExactBid, San Jose, CA

March 2015 to August 2016

- Managed and developed customer documentation and API reference information

Senior Technical Writer/Project Manager (Contractor)

Symantec, Mountain View, CA

March 2014 to February 2015

- Managed OpenStack developer guide projects and content creation

Workday Migration/Noogler Onboarding Process (Contractor)

Google - Mountain View, CA

August 2013 to March 2014

- Managed documentation effort for Google HR data migration project

Education

Master of Business Administration, Specialization in Marketing and Management

Santa Clara University, Leavey School of Business, Santa Clara, CA

Bachelor of Science in Zoology

University of Washington, Seattle, WA

IT Knowledge

APIs, OpenAPI specification, YAML, JSON, REST APIs, Markdown, Github, GitLab, Visual Studio Code, SDKs, MS Office Suite, Sharepoint, Generative AI, Azure, Postman, Camtasia, Doc as Code, Agile development, SDLC, Brightscript, Salesforce, Roku OneView certification, HTML, CSS, JIRA, Apigee, SwaggerHub, readme.io, Stoplight, Perforce, DITA, Oxygen, XML, Google docs, Confluence, Jupyter notebooks, Linux, UNIX, C++, Python, Topographic Data Analysis, JavaScript, Figma, Miro, Slack, Microsoft Teams, ChatGPT, Large Language Models (LLM), Generative AI, Scrum, DevOps, writing for varied user personas, cloud technologies, wikis, SaaS