

Kurt N. Heiss, MBA

Technical Documentation/Content Development/Project Management

kurtneiss@gmail.com/ (408)687-8702/ www.kurtneiss.com

Professional Summary

Technical-minded professional experienced in delivering high-quality IT products to ensure significant growth in business value. Proven track record of success in technical documentation, content development, project administration, and team leadership. Customer centric with strong communication skills and the ability to build robust relationships. Effectively manage competing demands that result in achieving challenging goals and objectives. Highly organized and astute strategist with a solid history leading through critical transitions/execution of initiatives. A bias towards responsibility.

Career Experience

Sr. API Technical Writer/Developer Relations Associate Roku, San Jose, CA

May 2022 to March 2023

Support Roku's OneView Ad Platform APIs and Partner Developer Relations projects. Manage and develop project initiative for forthcoming API Portal to showcase ad tech data availability. Member of Roku Developer Relations team which seeks to better communicate concepts and procedures for the creation of streaming apps. Project work includes development of educational videos and associated documentation for the Brightscript programming language which is used to build media and networked applications for embedded devices. Assist developers and product management in the creation and editing of partner engineering documentation.

Sr. API Technical Writer (Contractor) LinkedIn, Sunnyvale, CA

September 2021 to May 2022

Supporting LinkedIn Marketing Solutions - Partner Engineering team for the LinkedIn Marketing Developer Platform API. Develop and edit external customer engineering documentation for API library, role-based user access controls, infrastructure, systems, tools, and software engineering practices. Design and organize content for new API products, and requirements gathering for customer support team and more than 2000 LinkedIn partners. Manage Github document version control across the marketing library in parallel with API version control. Responsible for partner engineering weekly live updates and monthly documentation releases.

API Product Owner 8x8, San Jose, CA

Jan 2019 to August 2021

Development and management of the public facing 8x8 Developer Hub. Created an API customer information strategy followed by enterprise stakeholders. Identify gaps in the user experience. Provide leadership to leverage product's strengths while boosting productivity, organization, and personal accountability amongst stakeholders. Collaborate with globally distributed software engineering development teams to work on product specifications and design. Constant iteration and seeking ways to improve upon and enhance the developer customer experience. Breathed life

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into a dormant and siloed public API program. Successfully implemented an API standardization initiative and guidelines across the company.

Additional Experience

Kubernetes Platform Information Development (Contractor) | Apple, Sunnyvale, CA | Nov to Dec 2018

Google Assistant Developer Information Development (Contractor) | Google, Mountain View, CA | March to Oct 2018

AI/ML API/SDK Information Development (Contractor) | Ayasdi, Menlo Park, CA | Jan to March 2018

Senior Technical Writer (Contractor) | Cisco Systems - San Jose, CA | 2017

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

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

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

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

Education

Master of Business Administration, Specialization in Management and Marketing

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

Bachelor of Science in Zoology

University of Washington, Seattle, WA

freeCodeCamp

- Responsive Web Design and Development
- JavaScript Algorithms and Data Structures

IT Knowledge

APIs, Brightscript, Salesforce, Visual Studio Code, Markdown language, Github, GitLab, Postman, HTML, CSS, JIRA, OpenAPI, JSON, Google Cloud Apigee usage and administration, SwaggerHub usage and administration, readme.io, Stoplight, Perforce, content management systems, DITA, Oxygen, XML design and publishing, Google docs and sites, Confluence authoring and management, Jupyter notebooks, Linux, UNIX, Salesforce, Agile software development, SDLC, Microsoft Office Suite, C++, Python, JavaScript