Kurt N. Heiss
Technical Writer

Innovation   **Collaboration**   **Research**

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

EXPERIENCE

Sr. Technical Writer, Privacy Sandbox Team (Contractor)
Google, San Jose, CA (remote)   **March 2024 to July 2024**

The Google Privacy Sandbox initiative aims to create new standards and practices for online advertising that prioritize user privacy.

- Collaborated with UK stakeholders to create five new internal guides for Google's Privacy Sandbox teams, using Markdown, the CIDER cloud-based IDE, and Critique for code review. Employed iterative improvements and text refinement using Google Gemini.

- Advocated for the "documentation as code" approach, streamlining collaboration and repository management for Google's management and technical writing team.

- Developed a documentation workflow for a five-person technical writing team, enhancing productivity and ensuring timely assignment completion. Tracked individual team efforts using Google sheets spreadsheet tool.

Sr. API Technical Writer, Governance Team (Contractor)
UPS, Alpharetta, GA (remote)   **June 2023 to October 2023**

The Governance team, a newly established corporate group, was tasked with developing and enforcing API specification and documentation standards across the UPS API development enterprise.

- Utilized Markdown with Visual Studio Code and the Redocly extension to establish a gold standard OpenAPI example for internal development teams.

- Created comprehensive reference documentation for the new UPS Dangerous Goods API, detailing endpoints, parameters, responses, and error handling.

- Refactored and enhanced documentation for three legacy APIs through editing and improved online presentation.

- Mentored and managed three technical writers/developers on standards, writing tools, and team processes.

Sr. API Technical Writer/Developer Relations Team
Roku, San Jose, CA   **May 2022 to March 2023**

The Roku Ad Tech team was tasked with creating an intuitive and interactive API developer portal hub. The Roku Developer Relations team provided instructional videos and documentation to streaming service partners such as HBO and Netflix.

- Using Google Slides, developed a corporate initiative presentation and meeting materials focused on user experience strategies for the envisioned Roku Ad Tech API Portal, ensuring intuitive navigation, clear technical communication and an interactive experience.

- Refactored and enhanced the MS Word documentation for Roku's OneView API with a user-centric approach, prioritizing clarity and usability for developers.

- As a member of the Developer Relations team, utilized Camtasia to edit instructional videos and used Markdown to refine and improve Developer site documentation.

Sr. API Technical Writer (Contractor)
LinkedIn Marketing API Program, Sunnyvale, CA   **September 2021 to May 2022**

The LinkedIn Marketing API Program enables businesses to create marketing campaigns and monitor their performance

- Using Markdown in Visual Studio Code and GitHub for review and final online repository disposition, orchestrated the design and organization of content for five new API products.

- Oversaw the GitHub online documentation version control process for the entire marketing enterprise (over 100 internal stakeholders), ensuring accessibility and usability for all stakeholders and accurate rendering for marketing professionals and developers.

- Gathered requirements from stakeholders to ensure alignment with user needs.

API Product Owner
8x8, Campbell, CA   **January 2019 to August 2021**

8x8 provides cloud based communication services.

- Managed and spearheaded the development of 8x8's first customer API Reference portal for 10 APIs using Markdown, SwaggerHub, and Apigee.

- Transformed a dormant API program from static PDFs into an interactive, productized offering with comprehensive API reference documentation, detailing endpoints, parameters, responses, and error handling procedures.

- Created reference documentation for the JaaS online video meetings embeddable app and the Voice SDK mobile app integration, facilitating voice calling for applications like Uber.

TECH SKILLS

- **Generative AI & Machine Learning:** ChatGPT, Gemini, Large Language Models (LLM), Generative AI, Topographic Data Analysis

- **APIs & Specifications:** OpenAPI specification, YAML, JSON, REST APIs, Apigee, SwaggerHub, readme.io, Stoplight, Redocly, Postman

- **Development & Version Control:** GitHub, GitLab, Visual Studio Code, Perforce, SDKs, Jupyter notebooks

- **Languages & Frameworks:** HTML, CSS, C++, Python, JavaScript, Brightscript

- **Documentation & Writing:** Markdown, Doc as Code, DITA, XML, Google Docs, MS Office Suite, Confluence, SharePoint, readme.io, Stoplight, Cider, Critique

- **Cloud & DevOps:** Azure, AWS, SaaS, DevOps, SDLC, Agile development, Scrum

- **Collaboration & Project Management:** JIRA, Microsoft Teams, Slack, Miro, Figma, Postman

- **Content Creation & Editing:** Markdown, Camtasia, Oxygen, Visual Studio Code, Cider, Critique

- **Platform-Specific Knowledge:** Salesforce, Roku OneView certification, Linux, UNIX

- **Other Tools & Technologies:** Speechify, Google Privacy Sandbox, writing for varied user personas, wikis

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