

Kurt N. Heiss, MBA

Technical Documentation/Content Development

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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, technical documentation, 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.

Career Experience

Sr. API Technical Writer (Contractor)

LinkedIn, Sunnyvale, CA

September 2021 to Present

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. Implemented document version control across the marketing documentation library in parallel with API version control.

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

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 information requirements and standards. Collaborated with the development team and program directors to manage project documentation. Supported and led team technical writers with regards to strategy and the usage of project authoring tools.

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Google Assistant Developer Information Development (Contractor)

Google, Mountain View, CA

March to Oct 2018

Managed partner documentation projects for Google Assistant while working in close collaboration with development teams. Devised a documentation strategy for associated Google Assistant testing and presented it for forthcoming documentation efforts. Cultivated and maintained solid working relationships with peers and stakeholders to ensure seamless delivery of projects within defined scope and delivery date.

Additional Experience

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, 2014

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

Bachelor of Science in Zoology

University of Washington, Seattle, WA

IT Knowledge

APIs, Visual Studio Code, Markdown language, Github, Postman, HTML, CSS, JIRA, OpenAPI, JSON, Google Cloud Apigee usage and administration, SwaggerHub usage and administration, readme.io, Stoplight,, responsive web design and development, Perforce, content management systems, markdown, 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++