Kurt N. Heiss, MBA

Technical Writer/Project Manager

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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, project administration, and 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 (Contractor)
UPS, Alpharetta, GA (remote)   **June 2023 to October 2023**

- Member of the API Governance team focused on developing OpenAPI YAML specification standards and acceptance protocol for organization-wide UPS engineering teams
- Authoring and annotation of OpenAPI YAML specifications for internal and external developer portals including enhancement and repurposing of legacy documentation
- Mentor other technical writer/developers on writing tools and team processes

Developer Relations Associate - Partner Engineering/Sr. API Technical Writer - Advertising
Roku, San Jose, CA   **May 2022 to March 2023**

- Supported Roku's OneView Ad Demand Side Platform APIs and Developer Relations projects
- Managed and developed project initiative for forthcoming API Portal to showcase Roku's ad tech platform
- Member of Developer Relations team developing content focused on helping developers build streaming apps for the Roku platform

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

- Supported LinkedIn Marketing Solutions - Partner Engineering team for the LinkedIn Marketing Developer Platform API including development and edited external customer engineering documentation for API library
- Designed and organized content for new API products and requirements gathering for customer support team
- Managed Github document version control across the marketing library in parallel with API version control

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

- Development and management of the public facing 8x8 Developer Hub
- Created an API customer information strategy followed by enterprise stakeholders
- Provided leadership to leverage product's strengths while boosting productivity, organization, and personal accountability amongst stakeholders

Kubernetes Platform Information Development (Contractor)
Apple, Sunnyvale, CA **November 2018 to December 2018**

- Managed documentation projects for Apple's Kubernetes platform development and implementation
- Created guides including Cryptography, Container Security, Getting Started, Infrastructure Provisioning, and Migration FAQ
- Mentored other technical writers in process and authoring tools

Google Assistant Information Development (Contractor)
LinkedIn, Sunnyvale, CA **March 2018 to October 2018**

- Managed Google Assistant developer documentation and SDK projects
- Worked across and liaise with Assistant team stakeholders to identify documentation strategy and testing

AI/ML API/SDK Information Development (Contractor)
8x8, San Jose, CA **January to March 2018**

- Provided end-to-end management of the public facing AI/ML developer documentation
- Identified gaps in customer documentation in collaboration with the data science team
- Developed a documentation strategy proposal for company stakeholders
- Implemented doc as a code process

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

LinkedIn Learning
Artificial Intelligence and PMI Certification Prep

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

IT Knowledge

APIs, OpenAPI specification and documentation, YAML, JSON, REST APIs, Markdown, Github, GitLab, Push and Pull Requests (small and large scale), Visual Studio Code with Redocly, SDK documentation, Microsoft Office Suite, Sharepoint, Generative AI, Azure, Sharepoint, Postman, Camtasia, Doc as Code, Agile software development, SDLC, Brightscript, Salesforce, Roku OneView certification, HTML, CSS, JIRA, 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, C++, Python, Topographic Data Analysis, JavaScript