

# Kurt N. Heiss

## Technical Writer

**Innovation**

**Collaboration**

**Research**

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Results and detail-oriented technical writer and project manager 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**

- 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**

- Utilized Markdown with Visual Studio Code with 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**

- 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**

- 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**

- 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.

**Kubernetes Platform Information Development Contractor****Apple, Sunnyvale, CA****Oct 2018 - Dec 2018**

- Spearheaded strategy and direction for internal customer documentation projects on Apple's Kubernetes platform, leveraging DITA format for efficient content creation and project execution.

**Google Assistant Developer Information Development & Project Manager (Contractor)****Google, Mountain View, CA****March to October 2018**

- Led and managed ten partner documentation projects for Google Assistant, collaborating with global brands such as Sony and LG.

**AI/ML API/SDK Information Development (Contractor)****SymphonyAI (Ayasdi), Menlo Park, CA****January to March 2018**

- Directed the management of customer web portal documentation using a doc-as-code approach, ensuring accuracy and timeliness.

**Senior Technical Writer & Project Manager (Contractor)****Cisco Systems, San Jose, CA****January to September 2017**

- Oversaw the development of product user guides and API reference documentation, utilizing Oxygen XML for DITA format creation.

**API Product Owner & Documentation Lead(Contractor)****NTTi3, East Palo Alto, CA****September to December 2016**

- Managed the customer documentation effort for an SD-WAN product, including an API reference portal using readme.io.

**API Documentation & Customer Information Lead**  
**ExactBid, San Jose, CA**

**March 2015 to August 2016**

- Directed the development and management of customer documentation and API reference materials, ensuring consistency and clarity.

**Senior Technical Writer & Project Manager (Contractor)**  
**Symantec, Mountain View, CA**

**March 2014 to February 2015**

- Led the management of OpenStack developer guide documentation projects, driving project completion and quality standards.

**Project Manager - Workday Migration & Noogler Onboarding (Contractor)**  
**Google - Mountain View, CA**

**August 2013 to March 2014**

- Managed the documentation efforts for Google's HR data migration project and Noogler onboarding processes, ensuring smooth transitions and comprehensive onboarding materials.

## **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, Kanban
- **Collaboration & Project Management:** JIRA, Microsoft Teams, Slack, Miro, Figma, Postman, Google Project Management Certification path
- **Content Creation & Editing:** Markdown, Camtasia, Oxygen, Visual Studio Code, Sphinx, Cider, Critique
- **Platform-Specific Knowledge:** Salesforce, Roku OneView certification, Linux, UNIX
- **Other Tools & Technologies:** Speechify, Google Privacy Sandbox, writing for varied user personas, wikis, WalkMe instruction platform for digital adoption

## **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