

Kurt N. Heiss, MBA

Technical Writer

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

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. Created detailed API reference documentation, including endpoint descriptions, parameters, responses, and error handling. Enhancement and repurposing of legacy developer guide documentation. Work independently and identify tasks for team objectives. Mentor other technical writers/developers on writing tools and team processes. Consistent iteration on the internal developer experience.

Developer Relations Associate - Partner Engineering/Sr. API Technical Writer - Advertising Roku, San Jose, CA

May 2022 to March 2023

Documentation support for 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. Created detailed API reference documentation, including endpoint descriptions, parameters, responses, and error handling. Member of the Developer Relations team developing content focused on helping developers build streaming apps for the Roku platform. Project work includes developer portal and partner engineering documentation development and the creation of educational videos for using the Brightscript programming language to create streaming apps. Tailoring of information for diverse user personas. Consistent iteration on the user experience.

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. Developed and edited external customer engineering documentation for the API library. Created detailed API reference documentation, including endpoint descriptions, parameters, responses, and error handling. 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 detailed API reference documentation, including endpoint descriptions, parameters, responses, and error handling. Created an API customer information strategy followed by enterprise stakeholders. Identified gaps in the user experience. Provided leadership to leverage product's strengths while boosting productivity, organization, and personal accountability amongst stakeholders. Work independently and identify tasks for team objectives and collaboration. Tailoring of information for diverse user personas. Consistent iteration on the user experience. Other project work includes Jitsi as a Service (JaaS) SDK and Voice SDK developer documentation.

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Kurt N. Heiss

Page | 2

Kubernetes Platform Information Development (Contractor)

Apple, Sunnyvale, CA

November 2018 to December 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 lead team technical writers with regards to strategy and the usage of project authoring tools. Managed documentation projects for Kubernetes platform development and implementation. Created guides including Cryptography, Container Security, Getting Started, Infrastructure Provisioning, and Migration FAQ. Mentored other technical writers in documentation processes and authoring tools.

Google Assistant Information Development (Contractor)

Google, Mountain View, CA

March 2018 to October 2018

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

AI/ML API/SDK Information Development (Contractor)

Symphony AI (Ayasdi), Menlo Park, CA

January to March 2018

Developed comprehensive API/SDK documentation for AI/ML tools, covering key concepts, usage scenarios, and code samples. Produced clear and user-friendly guides to help developers quickly integrate and utilize the AI/ML API/SDK. Created detailed API/SDK reference documentation, including endpoint descriptions, input parameters, output formats, and error handling procedures. Provided end-to-end management of the public facing AI/ML developer documentation. Tailoring of information for diverse user personas. 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

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, 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, Figma, Miro