Kurt N. Heiss, MBA

Technical Writer/Project Management

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

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. Enhancement and repurposing of legacy documentation. Mentor other technical writer/developers.

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. 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.

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 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   **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. Identified gaps in the user experience. Provided leadership to leverage product's strengths while boosting productivity, organization, and personal accountability amongst stakeholders.

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Additional Experience

Kubernetes Platform Information Development (Contractor) | Apple, Sunnyvale, CA | Nov to Dec 2018

Google Assistant Developer Information Development (Contractor) | Google, Mountain View, CA | March to Oct 2018

AI/ML API/SDK Information Development (Contractor) | SymphonyAI (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

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
- Artifical Intelligence
- PMI Certification Prep
- API Programming and Foundations

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

IT Knowledge

Generative AI, APIs, OpenAPI specification and documentation, YAML, JSON, REST APIs, Markdown language, Azure, Sharepoint, Visual Studio Code with Redocly, Github, GitLab, Push and Pull Requests (small and large scale), Postman, Microsoft Office Suite, 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