Matthew Gourd

Senior technical writer and documentation leader

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Professional summary

Accomplished technical writing leader with 20+ years of experience in high-growth fintech and SaaS companies. Expert in API documentation, developer enablement, and scaling distributed teams. Expert in implementing modern docs-as-code workflows with AI-enhanced productivity tools.

Core competencies

API documentation • Developer portals • Cross-cultural content adaptation • SaaS integration guides • Distributed team management • Documentation strategy • Cross-functional collaboration • Enterprise stakeholder management • Docs-as-code (AsciiDoc, Markdown, Hugo, Antora) • Git workflows • OpenAPI/Swagger • AI integration (GitHub Copilot, custom GPTs)

Professional experience

Backbase | Documentation Manager (Jul 2023 – Present) | Senior Technical Writer (Nov 2021 – Jul 2023)

- Lead distributed team of technical writers across multiple regions and time zones
- Drive API documentation strategy for global financial institutions and banking software
- Implemented Google Developer Documentation Style Guide across EMEA teams
- Champion AI tool adoption while maintaining rigorous quality standards

Viva Wallet | Technical Account Manager (May 2021 – Oct 2021) | Technical Writer (Jan 2019 – Apr 2021)

- Built developer portal from scratch, accelerating developer community growth
- Created comprehensive payment API guides that greatly improved developer adoption rates
- Built fully automated docs-as-code pipeline using GitHub and Markdown
- Established documentation analytics to drive data-driven content optimisation

Recent key roles:

- **University of the Arts London** - Digital Content Officer: Led content migration for 20,000+ students during CMS transition

- **ipagoo** - Technical Writer: Created Open Banking API documentation during critical regulatory transition

- **MIRACL** - Technical Writer: Documented complex cryptographic SDKs and multi-factor authentication platforms

- **Previous roles** (2006-2018): Technical writing positions at Mumsnet, CIPR, and BT Business, consistently improving user experience and reducing support overhead.

Education

Education: BSc (Hons) Technology Management, University of Wales (part-completed) | A-Levels in English and Art, Marling Grammar School

Key achievements

- **Fast-growth expertise**: Scaled documentation teams at rapidly expanding fintech companies (Viva Wallet, ipagoo, Backbase)

- **Developer enablement**: Built multiple developer portals from scratch with comprehensive API documentation suites

- **Innovation pioneer**: Early adopter of docs-as-code methodologies, Git-based workflows, and AI-enhanced productivity tools