

Matthew Gourd

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Profile

Strategic and results-driven technical documentation leader with over 20 years of experience in digital content creation, specialising in developer-focused documentation for fintech and SaaS. Proven track record of translating complex technical systems into accessible, high-quality content. Expert in Docs-as-Code methodologies, developer experience (DevX), and the integration of AI tools to enhance content quality and workflow efficiency. Recognised for cross-functional collaboration, team mentorship, and driving documentation strategy at scale.

Expertise

- Technical writing, editing
- Documentation strategy, management
- Developer portals, API docs
- Information architecture, content design
- UX writing, microcopy
- Team leadership, mentoring

Technical skills

- Docs-as-Code (Markdown, AsciiDoc, Hugo, Antora)
- API/data standards: Swagger, OpenAPI, JSON, YAML
- Dev tools: Git, GitHub, GitLab, VS Code, IntelliJ, CI/CD
- AI/LLMs: Copilot, Cursor, custom GPTs, RAGs

Work history

Backbase

Technical Documentation Manager | Jul 2023 – Present

- Lead and mentor a distributed team of technical writers, enhancing collaboration, productivity, and growth.
- Partner with engineering teams to distill technical concepts into user-centric documentation.
- Champion documentation standards and governance, aligning with internal style guides and design systems.

Senior Technical Writer | Nov 2021 – Jul 2023

- Led documentation for loan origination products used by international banks.
- Instituted structured documentation standards using Google's style guide.
- Drove improvements in content strategy, peer reviews, and stakeholder engagement.
- Collaborated with frontend teams to refine in-app microcopy for UX clarity.

Viva Wallet

Technical Account Manager | May 2021 – Oct 2021

- Acted as the primary liaison between enterprise clients and technical teams during incidents.
- Authored and managed technical documentation for payment APIs, improving developer adoption.
- Established a Docs-as-Code pipeline using GitHub and Markdown, enabling CI-driven documentation delivery.
- Trained and supported new hires, enhancing team capability and client retention.

Technical Writer | Jan 2019 – Apr 2021

- Created and scaled the developer portal from scratch.
- Delivered comprehensive API, SDK, and plugin documentation to support integration and onboarding.
- Led the shift to Git-based versioning and peer review workflows, increasing documentation agility.

University of the Arts London (UAL)

Digital Content Officer | Apr 2018 – Dec 2018

- Directed the redevelopment and migration of digital content during a university-wide CMS transition, ensuring continuity and accessibility across platforms.
- Enhanced online forms and user workflows for both students and staff, driving greater engagement and operational efficiency.

Education

University of Wales

1994–1995

BSc (Hons) Technology Management – 1 year completed at 2:1 level

Marling Grammar School

1990–1994

GCSEs (10), A-Levels: English, Art