

# Matthew Gourd

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## Profile

Accomplished Technical Writer and Documentation Manager with 20+ years in digital content creation, specialising in developer documentation for fintech and SaaS. Skilled at translating complex technical concepts into clear, accessible content for diverse audiences. Collaborative, adaptable, and adept at driving cross-functional communication. Advocate for Docs-as-Code practices, enhancing developer experience, and adopting AI to optimise documentation quality and streamline workflows.

## 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, static site generators (Hugo, Antora)
- API/Data: OpenAPI, Postman, HTML, XML, JSON, YAML
- DevOps: Git, GitHub, GitLab, VS Code, CI/CD
- AI/LLMs: Copilot, custom GPTs, RAGs

## Work history

### Technical Documentation Manager – Backbase

*Jul 2023 – Present*

- Manage and mentor a team of technical writers, encouraging performance, cohesion, and professional growth
- Partner with backend and frontend engineers to capture and translate complex technical concepts into clear, user-focused documentation
- Champion documentation quality through consistent standards, rationalised processes, and adherence to internal style guides

## **Senior Technical Writer – Backbase**

*Nov 2021 – Jul 2023*

- Steered the development of loan origination software documentation for global banking clients, ensuring clarity and usability
- Standardised documentation structure and consistency using the Google developer documentation style guide
- Liaised with product, QA, and design teams to formulate content strategy and adopt best practices in documentation
- Introduced internal process improvements in documentation planning, peer review, and stakeholder engagement
- Joined forces with frontend engineers to refine in-product UX copy, maximising alignment with user needs and design principles

## **Technical Account Manager – Viva Wallet**

*May 2021 – Oct 2021*

- Acted as the main point of contact between clients and product/engineering teams during high-impact incidents, guaranteeing swift resolution
- Authored and maintained comprehensive developer documentation for payment APIs, enhancing usability and client satisfaction
- Initiated a Docs-as-Code pipeline using Markdown and GitHub, streamlining documentation management and implementing continuous integration
- Mentored two new team members, providing technical support and securing the retention of key enterprise clients

## **Technical Writer – Viva Wallet**

*Jan 2019 – Apr 2021*

- Developed and scaled the developer portal from the ground up, creating a central resource for API, e-commerce plugin, and SDK documentation
- Authored clear, comprehensive documentation for APIs, e-commerce plugins, and SDKs, improving developer onboarding and integration
- Led the adoption of Git-based workflows for content versioning and peer reviews, increasing collaboration and 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