Matthew Gourd

Technical documentation manager

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Professional summary

Strategic content leader with 20+ years of experience transforming complex technical concepts into clear, user-focused documentation. Specialising in developer enablement for fintech and SaaS platforms, with expertise in scaling documentation teams, implementing Docs-as-Code methodologies, and using AI tools to enhance productivity. Proven success in building developer portals from the ground up and driving documentation strategy at enterprise scale.

Core competencies

Content strategy and leadership

- Technical writing and editing at enterprise scale
- Documentation strategy, development, and governance
- Cross-functional team leadership and mentoring
- Stakeholder management and client liaison

Technical skills

- Developer portals and API documentation
- Information architecture and content design
- UX writing and in-app microcopy optimisation
- Documentation standards and style guide implementation

Technology and tools

- Docs-as-Code: Markdown, AsciiDoc, Hugo, Antora
- Platforms: Confluence, Hygraph, WordPress
- API Standards: Swagger, OpenAPI, JSON, YAML
- Development: Git, GitHub, GitLab, VS Code, IntelliJ, CI/CD pipelines
- AI Integration: GitHub Copilot, Cursor, custom GPTs, RAG systems

Professional experience

Backbase | *Leading digital banking platform*

Technical Documentation Manager | *July 2023 – Present*

- Lead and mentor a distributed team of technical writers, enhancing collaboration, productivity, and growth
- Partner with engineering teams to translate complex financial software into accessible user documentation
- Establish documentation governance framework aligned with company design systems and style standards
- Champion documentation standards and governance aligned with internal style guide and brand guidelines

Senior Technical Writer | *November 2021 – July 2023*

- Spearheaded documentation for international banking software used by Tier 1-2 financial institutions
- Implemented Google Developer Documentation Style Guide, standardising content quality
- Enhanced content strategy and peer review processes for improved publication efficiency
- Collaborated with UX teams to refine in-app microcopy, improving user task completion rates

Viva Wallet | *European fintech payment solutions*

Technical Account Manager | *May 2021 – October 2021*

- Served as primary technical liaison for enterprise clients during critical system incidents
- Authored comprehensive payment API documentation that improved developer adoption
- Built automated Docs-as-Code pipeline using GitHub and Markdown for continuous delivery
- Mentored new team members, enhancing team capability and client retention

Technical Writer | January 2019 – April 2021

- Built comprehensive developer portal from inception, supporting developer community growth
- Delivered complete API, SDK, and plugin documentation suite for payment integration platform
- Pioneered Git-based documentation workflow, improving content quality and agility
- Established documentation metrics and analytics for data-driven content optimisation

University of the Arts London (UAL) | *Leading arts and design university*

Digital Content Officer | *April 2018 – December 2018*

- Orchestrated content migration during university-wide CMS transition affecting whole student population
- Redesigned online forms and user workflows, improving student engagement and operational efficiency
- Collaborated with IT and academic departments to ensure seamless digital experience continuity

ipagoo| *Open banking fintech startup*

Technical Writer | *September 2017 – February 2018*

- Created comprehensive Open Banking API documentation during regulatory transition period
- Launched company's first developer portal, establishing foundation for technical community growth
- Authored thought leadership blog content on emerging fintech regulations and API standards

MIRACL | *Cryptographic security solutions*

Technical Writer (Contract) | *June 2016 – May 2017*

- Documented complex cryptographic SDKs and multi-factor authentication platforms
- Conducted technical reviews and product testing on AWS infrastructure
- Developed security-focused documentation meeting compliance and audit requirements

Mumsnet | *UK's largest parenting community*

Technical Writer (Contract) | *March 2016 – May 2016*

- Created comprehensive developer onboarding documentation for Java, Ruby, iOS, and Android teams
- Designed infrastructure diagrams and process flows supporting engineering operations
- Established knowledge sharing protocols that improved developer onboarding efficiency

Chartered Institute of Public Relations (CIPR) | *Professional PR association*

Web Manager | *August 2012 – March 2016*

- Managed content strategy for corporate website serving PR professionals nationwide
- Led digital campaigns including national PRide Awards, coordinating cross-departmental initiatives
- Trained stakeholders in CMS management and digital content best practices

Web Editor (Contract) | *January 2010 – August 2012*

- Executed comprehensive site migration, auditing and rewriting legacy pages for improved user experience
- Maintained content quality and consistency across multi-year digital transformation project

BT Business and Public Sector | Enterprise telecommunications

Web Content Writer (Contract) | *February 2006 – December 2009*

- Authored technical support documentation for enterprise customer self-service portal
- Received BT Online Team Excellence Award for contributions to digital transformation strategy
- Developed content that enhanced customer self-service adoption and reduced support call volume

Education and qualifications

University of Wales *BSc (Hons) Technology Management* | 1994–1995

- Completed first year at 2:1 level (program discontinued due to personal circumstances)

Marling Grammar School | 1994–1995

- 10 GCSEs, A-Levels in English and Art

Key achievements

- Team leadership: Successfully managed distributed technical writing teams across multiple regions
- Developer adoption: Significantly increased API documentation engagement through user-centered design approaches
- Process innovation: Pioneered Docs-as-Code implementations that streamlined publication workflows
- AI integration: Early adopter of AI writing tools while maintaining high quality standards
- Industry recognition: Received BT Online Team Excellence Award for digital transformation contributions

Professional development

- Continuous learning in emerging documentation technologies and AI-assisted content creation
- Active participation in technical writing communities and developer experience forums
- Regular contributor to documentation strategy discussions in fintech and SaaS industries