

# Matthew Gourd

Technical documentation leader and content strategist

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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 across multiple time zones, improving team productivity by 40%
- Partner with engineering teams to translate complex loan origination software into accessible user documentation
- Established documentation governance framework aligned with company design systems and style standards
- Champion adoption of AI-powered writing tools, reducing content creation time by 25%

#### 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 across 200+ pages
- Enhanced content strategy and peer review processes, resulting in 30% faster publication cycles
- 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 increased developer adoption by 50%
- Built automated Docs-as-Code pipeline using GitHub and Markdown, enabling continuous documentation delivery
- Mentored 5 new team members, reducing onboarding time from 6 weeks to 3 weeks

### **Technical Writer** | *January 2019 - April 2021*

- Created award-winning developer portal from inception, supporting 1000+ active developers
- Delivered complete API, SDK, and plugin documentation suite for payment integration platform
- Pioneered Git-based documentation workflow with automated peer reviews, improving content quality scores by 35%

## **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 50,000+ students
- Redesigned online forms and user workflows, increasing student engagement by 25%
- 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 reduced developer onboarding time by 40%

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

### **Web Manager** | *August 2012 - March 2016*

- Managed content strategy for corporate website serving 10,000+ PR professionals
- Led digital campaigns including national PRide Awards, coordinating cross-departmental initiatives
- Trained 20+ stakeholders in CMS management and digital content best practices

### **Web Editor (Contract)** | *January 2010 - August 2012*

- Executed comprehensive site migration, auditing and rewriting 500+ legacy pages
- 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 reduced customer service calls by 20% through improved self-service adoption

## **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 the EMEA region
- **Developer adoption:** Increased API documentation engagement by 200% through user-centered design approaches
- **Process innovation:** Pioneered Docs-as-Code implementations that reduced publication cycles by 60%
- **AI integration:** Early adopter of AI writing tools, achieving 25% efficiency gains while maintaining quality standards
- **Industry recognition:** Received excellence awards for digital transformation contributions at major telecommunications provider

## **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