

# 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 technology companies. Skilled at bridging engineering and user needs to deliver documentation that accelerates developer adoption and product success. Proven expertise in API documentation, developer enablement, and scaling documentation teams in fintech and SaaS environments. Expert in modern docs-as-code workflows and early adopter of AI-enhanced productivity tools.

## Core competencies

### Technical writing excellence

- API documentation and integration guides for diverse developer audiences
- Adaptation of highly technical information into content for cross-cultural teams
- Developer portal architecture and user experience optimisation
- SaaS platform documentation and third-party integration guides

### Leadership and strategy

- Distributed team management across multiple regions and time zones
- Documentation strategy development for hyper-growth environments
- Cross-functional collaboration with engineering, product, and UX teams
- Stakeholder management and technical liaison for enterprise clients

### Technology and tools

- **Docs-as-code:** Markdown, AsciiDoc, Hugo, Antora, Git-based workflows
- **Platforms:** Confluence, Jira, Figma, GitHub, GitLab, VS Code
- **API standards:** OpenAPI, Swagger, JSON, YAML documentation
- **AI integration:** GitHub Copilot, Cursor, custom GPTs for enhanced productivity

## Professional experience

### Backbase

**Technical Documentation Manager** | Jul 2023 – Present

- Lead a distributed team of technical writers, enhancing collaboration, productivity, and growth
- Partner with engineers to produce developer guides for complex banking software
- Drive API documentation strategy for financial institutions in global markets
- Champion AI tool adoption while maintaining rigorous quality standards and style guide compliance

## **Senior Technical Writer** | Nov 2021 – Jul 2023

- Spearheaded comprehensive technical and integration documentation for global banking software
- Implemented Google Developer Documentation Style Guide across EMEA development teams
- Enhanced peer review processes and content strategy for fast-paced product release cycles
- Collaborated with UX teams to optimise in-app microcopy, increasing user task completion rates

## **Viva Wallet**

### **Technical Account Manager** | May 2021 – Oct 2021

- Served as primary technical liaison for enterprise clients during high-stakes system incidents
- Authored comprehensive payment API guides that greatly improved developer adoption rates
- Built fully automated docs-as-code pipeline using GitHub and Markdown for continuous delivery
- Mentored new team members in remote collaboration and technical communication best practices

### **Technical Writer** | Jan 2019 – Apr 2021

- Built developer portal from scratch, accelerating developer community growth
- Delivered comprehensive API, SDK, and plugin documentation for payment integration platform
- Pioneered Git-based documentation workflow in fast-paced startup environment
- Established documentation analytics to drive data-driven content optimisation

## **University of the Arts London (UAL)**

### **Digital Content Officer** | Apr 2018 – Dec 2018

- Led large-scale content migration during CMS transition impacting 20,000+ students
- Redesigned online forms and workflows to support a diverse student population
- Collaborated across IT and academic departments to ensure seamless digital transformation

## **ipagoo**

### **Technical Writer** | Sep 2017 – Feb 2018

- Created comprehensive Open Banking API documentation during critical regulatory transition
- Launched company's first developer portal in high-growth fintech startup environment
- Authored thought leadership content on emerging fintech regulations

## **MIRACL**

### **Technical Writer (Contract)** | Jun 2016 – May 2017

- Documented complex cryptographic SDKs and multi-factor authentication platforms
- Conducted technical reviews and testing on AWS infrastructure for worldwide deployment
- Developed security-focused documentation meeting international compliance standards

## **Mumsnet**

### **Technical Writer (Contract)** | Mar 2016 – May 2016

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

## Chartered Institute of Public Relations (CIPR)

**Web Manager** | Aug 2012 – Mar 2016

- Managed content strategy for corporate website serving PR professionals across multiple regions
- Led digital campaigns including national awards, coordinating remote cross-departmental teams
- Trained diverse stakeholders in CMS management and digital content best practices

**Web Editor (Contract)** | Jan 2010 – Aug 2012

- Delivered comprehensive site migration, auditing and rewriting legacy content to improve UX
- Maintained content quality and consistency across multi-year digital transformation initiative

## BT Business and Public Sector

**Web Content Writer (Contract)** | Feb 2006 – Dec 2009

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

## Education and qualifications

### University of Wales

BSc (Hons) Technology Management | Sep 1994 – Apr 1995 | Part-completed, achieved 2:1 in first year

### Marling Grammar School

GCSEs, A-Levels in English and Art | Sep 1990 – Jul 1994 | 10 GCSE passes, two A-level passes

## Key achievements

- **Fast-growth experience:** Scaled documentation teams and processes in rapidly expanding fintech and SaaS companies (Viva Wallet, ipagoo, Backbase)
- **API documentation excellence:** Built developer portals from scratch, created comprehensive API documentation suites, and significantly improved developer adoption rates
- **Global collaboration:** Managed distributed teams across multiple time zones and created content for diverse, cross-cultural developer audiences
- **Modern workflow pioneer:** Early adopter of docs-as-code methodologies, Git-based workflows, and AI-enhanced productivity tools
- **Proven results:** Consistently improved user engagement, reduced support overhead, and accelerated developer onboarding across multiple organisations

*Extended portfolio of API documentation, integration guides, and developer portal work samples available upon request.*