

# Matthew Gourd

## Senior Technical Writer

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## Professional Summary

Accomplished technical writing specialist with 20+ years' experience driving developer adoption in high-growth fintech and SaaS companies. Expert at transforming complex engineering concepts into clear documentation that accelerates product success. Proven track record in API documentation, developer enablement, and scaling distributed teams. Champion of modern docs-as-code workflows and AI-enhanced productivity.

## Core Competencies

### Technical Writing Excellence

- API documentation and integration guides for diverse developer audiences
- 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

### 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

#### Senior Technical Writer | Dec 2025 – Present

- Produce extensive technical documentation for solution engineers working with bank clients
- Drive adoption of standardised workflows to improve consistency across development teams
- Use an AI-first workflow to extract details from source code and accelerate documentation

#### Documentation Manager | Jul 2023 – Nov 2025

- Lead distributed team of technical writers, enhancing collaboration, productivity, and growth
- Partnered with engineers to produce developer guides for complex banking software
- Championed AI tool adoption while maintaining rigorous quality standards

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

- Created comprehensive technical and integration documentation for global banking software
- Implemented the Google Developer Documentation Style Guide across EMEA teams
- Enhanced peer review processes and content strategy for fast-paced product release cycles

### Viva Wallet

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

- Acted as primary technical liaison for enterprise clients during high-stakes system incidents
- Authored comprehensive payment API guides that improved developer adoption rates
- Built a fully automated docs-as-code pipeline using GitHub and Markdown

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

- Built a developer portal from scratch, accelerating developer community growth
- Wrote comprehensive API, SDK, and plugin documentation for payment integration platform
- 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 diverse student population

### **ipagoo**

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

- Created comprehensive Open Banking API documentation during critical regulatory transition
- Launched the company's first developer portal in high-growth fintech startup environment

### **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

### **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 and legacy content improvement
- 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

### **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 | Sep 1990 – Jul 1994**

10 GCSE passes, 2 A-Level passes (English and Art)