

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, Gemini, NotebookLM, custom GPTs, RAG implementations

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