Matthew Gourd

Senior Technical Writer

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Professional summary

Accomplished technical writing specialist 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 and developer enablement. Advocate for 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
- Documentation strategy and information architecture for complex technical products

Technology and tools

- Docs-as-code: Markdown, AsciiDoc, MDX, Hugo, Antora, Mintlify
- Platforms: Confluence, Jira, Figma, GitHub, GitLab, VS Code
- API standards: OpenAPI, Swagger, JSON, YAML documentation
- AI integration: GitHub Copilot, Cursor, custom GPTs, MCP servers

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

- Served 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

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

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

Servista

Senior Technical Writer | Jun 2004 – Jan 2006

- Updated user guides for a bespoke customer care and billing platform
- Provided technical writing training across departments

Pico Technology

Technical Writer | Oct 2003 – Jun 2004

- Authored technical documentation collaborating with software and hardware engineering teams
- Managed translation of software and help text into 5 languages

Education and qualifications

University of Wales
BSc (Hons) Technology Management (part-completed, achieved 2:1 in first year)

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