

# Matthew Gourd

## Technical documentation manager

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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

Technical Documentation Manager | July 2023 – Present

- Lead and mentor a distributed team of technical writers, enhancing collaboration, productivity, and growth
- Partner with engineering teams to translate complex financial software into accessible user documentation
- Champion documentation standards and governance aligned with internal style guide and brand guidelines
- Drive adoption of AI tools like Cursor to accelerate documentation creation, editing, and template adherence

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 quality
- Enhanced content strategy and peer review processes for improved publication efficiency
- Collaborated with UX teams to refine in-app microcopy, improving user task completion rates

## **Viva Wallet**

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 improved developer adoption
- Built automated Docs-as-Code pipeline using GitHub and Markdown for continuous delivery
- Mentored new team members, enhancing team capability and client retention

Technical Writer | January 2019 – April 2021

- Built comprehensive developer portal from inception, supporting developer community growth
- Delivered complete API, SDK, and plugin documentation suite for payment integration platform
- Pioneered Git-based documentation workflow, improving content quality and agility
- Established documentation metrics and analytics for data-driven content optimisation

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

Digital Content Officer | April 2018 – December 2018

- Orchestrated content migration during university-wide CMS transition affecting whole student population
- Redesigned online forms and user workflows, improving student engagement and operational efficiency
- Collaborated with IT and academic departments to ensure seamless digital experience continuity

## **ipagoo**

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**

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**

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 improved developer onboarding efficiency

## **Chartered Institute of Public Relations (CIPR)**

Web Manager | August 2012 – March 2016

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

Web Editor (Contract) | January 2010 – August 2012

- Executed comprehensive site migration, auditing and rewriting legacy pages for improved user experience
- Maintained content quality and consistency across multi-year digital transformation project

## **BT Business and Public Sector**

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 enhanced customer self-service adoption and reduced support call volume

## **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 multiple regions
- Developer adoption: Significantly increased API documentation engagement through user-centered design approaches
- Process innovation: Pioneered Docs-as-Code implementations that streamlined publication workflows
- AI integration: Early adopter of AI writing tools while maintaining high quality standards
- Industry recognition: Received BT Online Team Excellence Award for digital transformation contributions