

Matthew Gourd

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Profile

Strategic and results-driven content leader with over 20 years of experience in digital publishing, specialising in developer enablement for fintech and SaaS. Proven track record of writing clear, technical documentation to explain complex software systems. Expert in Docs-as-Code methodologies, developer experience (DevX), and integrating AI tools to boost efficiency. Recognised for cross-functional collaboration, team mentorship, and driving documentation strategy at scale.

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, Hugo, Antora)
- Content platforms: Confluence, Hygraph, Wordpress
- API/data standards: Swagger, OpenAPI, JSON, YAML
- Dev tools: Git, GitHub, GitLab, VS Code, IntelliJ, CI/CD
- AI/LLMs: Copilot, Cursor, custom GPTs, RAGs

Work history

Backbase

Technical Documentation Manager | Jul 2023 – Present

- Lead and mentor a distributed team of technical writers, enhancing collaboration, productivity, and growth.
- Partner with engineering teams to distill technical concepts into user-centric documentation.
- Champion documentation standards and governance, aligning with internal style guides and design systems.

Senior Technical Writer | Nov 2021 – Jul 2023

- Led documentation for loan origination products used by international banks.
- Instituted structured documentation standards using Google's style guide.
- Drove improvements in content strategy, peer reviews, and stakeholder engagement.
- Collaborated with frontend teams to refine in-app microcopy for UX clarity.

Viva Wallet

Technical Account Manager | May 2021 – Oct 2021

- Acted as the primary liaison between enterprise clients and technical teams during incidents.
- Authored and managed technical documentation for payment APIs, improving developer adoption.
- Established a Docs-as-Code pipeline using GitHub and Markdown, enabling CI-driven documentation delivery.
- Trained and supported new hires, enhancing team capability and client retention.

Technical Writer | Jan 2019 – Apr 2021

- Created and scaled the developer portal from scratch.
- Delivered comprehensive API, SDK, and plugin documentation to support integration and onboarding.
- Led the shift to Git-based versioning and peer review workflows, increasing documentation agility.

University of the Arts London (UAL)

Digital Content Officer | Apr 2018 – Dec 2018

- Migrated content during a university-wide CMS transition, ensuring continuity across platforms.
- Enhanced online forms and user workflows for students, improving engagement and operational efficiency.

ipagoo

Technical Writer | Sep 2017 – Feb 2018

- Authored comprehensive Open Banking API documentation and developer blog posts.
- Designed and launched the company's first developer portal.

MIRACL

Technical Writer (Contract) | Jun 2016 – May 2017

- Documented cryptographic SDKs and authentication platforms.
- Peer-reviewed technical documentation and tested products on AWS infrastructure.

Mumsnet

Technical Writer (Contract) | Mar 2016 – May 2016

- Created developer onboarding guides for Java, Ruby, iOS, and Android teams.
- Produced infrastructure diagrams and process flows to support engineering operations.
- Authored procedural documentation to enhance knowledge sharing across development teams.

Chartered Institute of Public Relations (CIPR)

Web Manager | Aug 2012 – Mar 2016

- Led content management for CIPR's corporate website, ensuring timely updates.
- Managed publication workflows for key campaigns, including the national PRide Awards.
- Trained internal stakeholders in CMS best practices and effective digital content writing.

Web Editor (Contract) | Jan 2010 – Aug 2012

- Maintained and edited website content as part of a multi-year contract.
- Delivered a full-site migration, auditing and rewriting legacy pages for a new CMS.

BT Business and Public Sector

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

- Researched and authored technical help articles for the BT Business Help and Support portal.
- Received a BT Online Team award for contributions to the company's digital self-service strategy.

Education

University of Wales

BSc (Hons) Technology Management – 1 year completed at 2:1 level | 1994–1995

Marling Grammar School

GCSEs (10), A-Levels: English, Art | 1990–1994