EM HEINZ • they/them

Contact

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Website, LinkedIn

Key skills

Documentation Engineering

Docs-as-Code: Markdown, MDX/JSX, Diátaxis
Docs-as-Context: MCP. RAG. LLMs.txt

Al authorship: Cursor

Static Site Generators: Docusaurus, Hugo,

MkDocs, Jekyll, Starlight, Ghost

Knowledge Base: Confluence, Notion

Version Control & CI/CD: Git

(GitHub/GitLab/Gitea), GitHub Actions, ArgoCD **Quality & Automation:** Vale, pre-commit, Cursor

rules

Hosting & Delivery: Cloudflare, Netlify API Documentation: OpenAPI / Swagger

Software & Infra Engineering

Programming: Python, Bash, React, JavaScript, HTML/CSS (Golang comprehension)
Cloud & Containers: Docker, Kubernetes,

Terraform, Ansible/AWX

 $\textbf{Systems:} \ \mathsf{Linux} \ \mathsf{administration}, \ \mathsf{CI/CD} \ \mathsf{pipelines},$

Infrastructure-as-Code

Machine Learning Tools & Concepts

 $\begin{tabular}{ll} \textbf{Model Training & Inference:} & \textbf{Multi-node clusters,} \\ \textbf{Slurm} \end{tabular}$

ML Tooling: Hugging Face, Weights & Biases

Applied AI: Prompt engineering, model fine-tuning

Human Languages

English (native), Norwegian (advanced), Spanish (conversational), French (conversational), Irish (beginner)

9+ years building and scaling technical documentation programs and digital infrastructure for high-growth infrastructure and open source projects. Expertise in **docs-as-code**, **ML/AI workflows and platforms**, and **Kubernetes** ecosystems, with a proven record of creating impactful docs strategies and leading cross-functional teams.

Experience

CoreWeave • 2022 - Present Managing Editor, Product Documentation

- Built CoreWeave's first documentation program and team.
- Migrated to a docs-as-code ecosystem, designed cross-functional processes and documentation standards.
- Player-coach: authors documentation across product verticals including CoreWeave Kubernetes Service, AI Object Storage, HPC networking (RDMA/InfiniBand), VPCs, NVIDIA GPUs, ML workflows, model training and inference.
- Sets quality standards, and aligns doc strategy with overall business goals.
- Implemented AI authorship in Cursor using agent rule files and automated LLMs.txt file generation to optimize LLM ingestion of product documentation.

Bolt • 2021 - 2022 **Technical Writer**

- Established the company's documentation lifecycle and cross-functional workflows.
- Leveraged Hugo, Swagger/OpenAPI for automated API docs.
- Served on the board of the LGBTQIA+ employee resource group, promoting inclusive workplace practices.

Fairwinds • 2019 - 2021 Site Reliability Engineer

- Built and maintained production Kubernetes clusters across AWS (EKS/kOps), GCP (GKE), and Azure (AKS).
- Developed Terraform modules and internal tooling in Python and Bash to streamline cluster deployment and management.
- Designed the internal RFC process, authored runbooks, and maintained all internal technical documentation.

Fractured Atlas • 2018 - 2019 DevOps Engineer

- Built and maintained production Kubernetes clusters across AWS (EKS/kOps), GCP (GKE), and Azure (AKS).
- Developed Terraform modules and internal tooling in Python and Bash to streamline cluster deployment and management.
- Designed the internal RFC process, authored runbooks, and maintained all internal technical documentation.

Special projects

Tech Learning Collective • 2016-2021

Co-founded an independent technical school focused on open-source infrastructure and accessibility. Organized Hackers Next Door, a two-day conference on digital privacy and security featuring industry leaders.