

Mark (Rob) Dods

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Technical Writer — Developer & API Documentation | Product Documentation

Technical Writer with ~15 years of experience in IT, including data analysis and implementation and professional services roles at SaaS companies. Experienced in developer documentation covering REST APIs, structured output formats, webhooks, and ML workflows. Strong experience with MadCap Flare and Jira/Confluence, with a solid docs-as-code background using GitHub. Leverages AI tools extensively for research, content analysis, and automation. Fluent in Spanish.

Experience

Technical Writer • TrueContext • 06/2025 – Present

- Manage the customer documentation portal by maintaining reusable, structured content in MadCap Flare (<https://docs.truecontext.com/>).
- Partner with Product and Engineering to prioritize documentation topics, collaborating via Jira/Confluence and SME reviews.
- Designed and implemented an AI-powered local semantic search solution in n8n: ingested Flare docs into Postgres, generated OpenAI embeddings, indexed in Qdrant, and applied a JavaScript re-ranker with multi-signal scoring to reorder results for higher relevance.

Implementation Specialist • TrueContext • 04/2024 – 06/2025

- Managed and implemented customer projects from start to finish by developing mobile forms, workflows, and custom integrations using scripting and app-to-app communication.
- Delivered LLM-assisted implementations through JSON form editing and FreeMarker/Handlebars templating.
- Built data models, ETL scripts (BQL), dashboards, and advanced reports in Birst to meet client reporting requirements.
- Created Python automation for large-dataset cleanup and SharePoint field mapping from LLM-generated HTML tables; replaced BI export limits with partitioned API exports and scheduled delivery.

Service Analyst • Noibu • 03/2023 – 04/2024

- Supported Customer Success Managers by prioritizing visual errors, building reports (Metabase, Tableau), configuring checkout flows, contributing to QA efforts, and providing DevOps support.

Technical Writer • Machine Learning • 11/2021 – 03/2023

- Authored technical documentation on machine learning workflows to onboard new developers.
- Supported product enablement through research, testing, and internal training.

Analytics Implementation Specialist • ProntoForms • 10/2018 – 06/2021

- Built data models, ETL scripts (BQL), dashboards, and advanced reports (including bursting).
- Implemented REST API integrations, created LMS content, and delivered on-site analytics training.

Technical Support Analyst • ProntoForms • 02/2018 – 09/2018

- Provided multi-channel customer support using Zendesk.

IT Manager & Reporting Specialist • Tartan Homes • 08/2012 – 02/2018

- Managed data flow across ERP and CRM systems.
- Automated reporting using Crystal Reports, SQL, and VBA; built custom workflows and scripts.

Database Consultant • United Nations Environment Programme (Mexico) • 09/2003 – 03/2004

- Led interactive projects using PHP and MySQL to support UNEP campaigns.

Skills

Technical Writing • API Documentation • Camtasia • DITA • Docs-as-Code • GitHub • MadCap Flare • OpenAPI • Release Notes • Tutorials

Technical • AI & LLMs • Analytics • Automation • Data Modeling • ETL • Integrations • Reporting

Languages • Spanish (Fluent)

Education

Data Analyst Nanodegree in Data Analysis • Udacity • 2017 – 2018

Certificate in Geographic Information Systems • St. Lawrence College • 2010 – 2011

Certificate in Spanish Translation • University of Toronto • 2008 – 2009

Bachelor of Science (B.Sc.) in Computer Science • University of Ottawa • 1998 – 2003

Volunteer Activities

Team Leader • Eyecare Clinic (Hungry for Life) • Kenya • 2017

- Organized and led a two-week eye-care clinic in the Siaya District, Kenya (540 patients).

Humanitarian Volunteer • Action International Ministries • Mexico City, Mexico • 2007-2011

- Taught English, computer skills, and pioneered a youth road hockey program.
- Provided Spanish-English translation support for UNDP and UPA! Cure Duchenne Mexico.

Personal Projects

Met Museum API Docs • Interactive API docs, created by converting spec to Open API and publishing, using Swagger and Stoplight.

Writing on Medium (ongoing) • Articles on rhyme/rhythm; curated poetry analyses and guides.

Uncommon Rhymes (in development) • Python web app that scores rhyme rarity and explains choices; Datamuse API + LLM for suggestions/explanations.

LiLo – Live Local Experience App (in development) • Mobile app with social auth, bookings/approvals, messaging, and photo uploads.

PickleBot • Backend bot for slot capture with email-code handling and scheduling, built by reverse-engineering network booking flows.