

# JASON GRAY

Senior Technical Writer | Developer Experience | API Documentation | Docs-as-Code

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## PROFESSIONAL SUMMARY

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Senior Technical Writer with 17 years of experience building developer and technical documentation for SaaS, fintech and banking platforms. Specializes in API documentation, docs-as-code, documentation platforms, CI/CD publishing workflows and AI-assisted content development. Experienced in owning documentation as an engineering product — from information architecture and tooling through content development, automation and publication. US/UK citizen, based in the Netherlands.

## CORE EXPERTISE

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**Developer Documentation:** API documentation, developer portals, SDK documentation, information architecture, UX writing, onboarding

**Documentation Engineering:** Docusaurus, Antora, Markdown, AsciiDoc, Git/GitLab/GitHub, CI/CD, AWS, documentation automation

**AI & Automation:** LLM-assisted documentation, RAG, prompt engineering, AI-assisted localization, content transformation

**API & Technical:** REST, OpenAPI/Swagger, Postman, SOAP, JSON, SQL, HTML/CSS, XML, JavaScript

**Platforms & Infrastructure:** Docker, Kubernetes, Linux/macOS CLI, Confluence, Document360

**Leadership:** Documentation strategy, team hiring and mentoring, Agile/Scrum, content governance, metadata management

## PROFESSIONAL EXPERIENCE

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**Senior Technical Writer** — Mambu, Amsterdam *Jun 2024 – September 2026*

*Position eliminated in company-wide restructuring.*

- Rebuilt the documentation platform for a core banking product in Docusaurus, replacing a fragmented legacy system and introducing a custom CI/CD publishing pipeline.
- Refactored documentation for 700+ API endpoints using LLM-assisted analysis and rewriting, improving consistency, clarity and technical accuracy across the API reference.
- Introduced AI-assisted release-note generation and summarization, reducing manual content work and accelerating publication of product updates.
- Built an AI-assisted localization workflow to extend product documentation into Japanese while maintaining parity with the English documentation.
- Architected a RAG-based AI assistant for real-time, self-service developer support.

**Senior Technical Writer** — Backbase, Amsterdam *May 2022 – May 2024*

- Directed documentation across a banking application suite, measured by full backend and frontend coverage, by coordinating directly with product and engineering teams.
- Improved content discoverability and developer experience, measured by successful completion of a full site migration, by leading the documentation platform migration project.
- Promoted to owner of Developer Enablement documentation, expanding responsibility to developer onboarding and SDK documentation.

**Technical Writer (Contract)** — Fast Co, Remote *Feb 2022 – May 2022*

- Owned end-to-end documentation for a payments startup on a fixed-term engagement, measured by improved content findability, by redesigning the site architecture and producing API and integration guides for payment workflows.

**Technical Writer** — Bol.com, Utrecht *Sep 2020 – Feb 2022*

- Owned Retailer API documentation as the sole technical writer, working with engineering and product teams to document APIs and integrations using Antora and AsciiDoc.
- Improved developer onboarding, measured by a successful platform transition, by migrating the documentation site to a new developer portal.
- Established API documentation standards and governance across engineering teams, including training and guidance for authors.

**Technical Writer** — XebiaLabs, Hilversum *Feb 2019 – May 2020*

- Modernized the documentation platform, measured by a complete site and content redesign, by leading the migration from Jekyll to Gatsby with UX designers.
- Aligned documentation with engineering workflows, measured by full docs-as-code adoption, by implementing a GitHub- and Markdown-based authoring pipeline.
- Maintained release quality across three concurrent product versions, measured by consistent version control and approval cycles, by owning the documentation release process end-to-end.
- Built a high-performing documentation team, measured by successful hires and onboarding, by leading recruitment for new technical writers.

**Technical Writer** — Agiloft, Redwood City, CA *Oct 2015 – Jan 2019*

- Modernized the primary help system, measured by a full information-architecture overhaul, by migrating content from RoboHelp to Confluence.
- Expanded documentation coverage, measured by breadth across end-user, implementation, and third-party integration content, by authoring SOAP API references and adapter guides.
- Delivered biannual release notes on schedule, measured by consistent on-time publication, by owning feature testing and UI text revision.
- Sustained team output across time zones, measured by effective collaboration across Russia, India, and the US, by managing distributed remote workflows.

## EARLIER CAREER (2009 – 2015)

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**Technical Writer, Genasys, South Africa (2014–2015)** — Built the company's first comprehensive help system and Confluence-based documentation function from the ground up.

**Technical Writer, CSG International, South Africa (2013–2014)** — Documented the core Interconnect product and Business Objects reporting suite using OxygenXML.

**Content Analyst, University of Cape Town (2012–2013)** — Developed procedural documentation, online forms, and Captivate training content for internal IT systems.

**Technical and Training Content Writer, Korbitec (2009–2012)** — Produced technical documentation and training materials across cross-functional projects.

## EDUCATION & CERTIFICATIONS

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BA English Literature, Honours 2:1 — University of Luton, 2002

AIIM Certified — Content Architecture