Ryan Pierson

Lead Technical Writer

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PROFESSIONAL SUMMARY AND SKILLS

Lead Technical Writer with 14+ years of experience producing technical documentation for REST APIs, GraphQL APIs, SDKs, developer portals, and enterprise SaaS platforms. Skilled in docs-as-code practices, structured authoring (DITA XML, Markdown), content design, and agile/Scrum collaboration. Proven track record in leading documentation teams, managing knowledge bases, implementing CI/CD documentation workflows, and optimizing developer onboarding.

Tools and Platforms: GitHub, Bitbucket, Jenkins, Postman, Swagger/OpenAPI, JIRA, Confluence, Grav, Docusaurus, ReadMe, WordPress, Joomla

Languages and Formats: JavaScript, HTML, CSS, Markdown, JSON, DITA XML

Documentation Experience: API, SDK, UI/UX, admin guides, knowledge bases, developer portals, SaaS platforms

Methodologies: Agile/Scrum, docs-as-code, structured authoring, content strategy, content design, CI/CD documentation pipelines

Soft Skills: Team leadership, cross-functional collaboration, project management, mentoring, technical communication for non-technical stakeholders

PROFESSIONAL EXPERIENCE

Khoros, LLC | Austin, TX
Lead Technical Writer | **MAR 2020 – Present**

- Led a team of 4 writers in developing and maintaining high-impact UI and developer documentation for multiple large SaaS products used by over 2,000 brands globally.
- Collaborated with cross-functional teams to test, document, and ship new features.
- Reduced project completion time by 80%, contributing to a 52% increase in efficiency across Product Education.
- Generated regular reports on performance and user satisfaction for presentation at team and leadership meetings.

Episode Six | Austin, TX
Technical Writer | **MAY 2019 – FEB 2020**

- Used Git and docs-as-code methodologies to document over 500 API endpoints for fintech software used by financial institutions to ledger digital transactions.
- Built a new documentation process for the startup from the ground up through collaboration between engineers, product management, and company leadership.
- Produced compliance documentation that contributed to successful certification from global financial standards organizations.

KForce | Austin, TX
Documentation Engineer | JUN 2018 – APR 2019

- Authored critical internal documentation supporting over 1,000 engineers building and maintaining a top-tier global e-commerce platform.
- Independently developed and managed multiple internal documentation portals using Grav CMS and custom front-end code (HTML/CSS/JavaScript) to support engineering workflows.

RocketTheme | Golden, CO
Technical Writer | APR 2013 – DEC 2019

- Produced technical documentation for 200+ product SKUs spanning five major content management systems, improving usability and reducing support queries.
- Co-developed a global-facing documentation portal used by thousands of customers, enhancing access to technical resources for developers and small business users.
- Assisted in developing commercially successful website templates and themes by contributing to concept planning and user experience strategy.

EDUCATION

High School Diploma, Memorial High School (Victoria, TX)
1996-2001

WORK SAMPLES

Documentation

- Khoros Developer Docs: developer.khoros.com
- Grav Docs: learn.getgrav.org

Additional work samples are available at https://ryanmpierson.com/#examples