

# Ryan Pierson

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## SUMMARY

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Senior/Lead Technical Writer (14+ years) specializing in **developer documentation (API/SDK), docs-as-code, and developer portals** for enterprise SaaS and fintech. Expert in **REST/GraphQL, OpenAPI/Swagger, Git-based workflows, CI/CD publishing**, and onboarding/tutorial content that reduces support load and accelerates adoption. Experienced people lead (4+ writers), style governance, and AI-assisted editorial workflows.

## WORK EXPERIENCE

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### Apex Fintech Solutions

09/2025 – Present

*Senior Technical Writer*

*Austin, TX*

- Created an LLM-powered proofreading agent, with prompts and checks aligned to the corporate style guide, to flag issues before editorial review and reduce rework.
- Co-authored a corporate **style guide** standardizing internal/external documentation.
- Used **protobuf (.proto)** definitions to draft developer docs early in feature development, including mockups and process flows.

### Khoros, LLC

03/2020 – 08/2025

*Lead Content Designer (Developer Docs)*

*Austin, TX*

- Owned and authored high-impact content, including **REST** and **GraphQL** API docs, **SDK** guides, onboarding tutorials, and troubleshooting workflows.
- Slashed average documentation delivery cycle time by **82%** through the implementation of agile methodologies and effective change management practices.
- Led and mentored 4 writers; improved planning and peer review to consistently deliver on schedule.
- Partnered with senior leadership to prioritize developer experience initiatives, using data-driven health reports to secure resources for critical documentation improvements.

### Episode Six

05/2019 – 02/2020

*Technical Writer*

*Austin, TX*

- Documented 500+ API endpoints using a **docs-as-code** workflow (Git-based) published to a self-hosted **Docusaurus** developer portal.
- Ensured global compliance (**GDPR, PCI-DSS**) for a rapidly scaling organization by engineering comprehensive security documentation for financial institutions.

### Kforce, Inc.

06/2018 – 04/2019

*Documentation Engineer*

*Austin, TX*

- Modernized internal knowledge sharing by architecting a web-based publishing pipeline, reducing update latency, and increasing accessibility for 1,000+ engineers.

### RocketTheme, LLC

04/2013 – 06/2018

*Technical Writer*

*Golden, CO*

- Established the company's first documentation portal, solely managing documentation for **200+** products.
- Assisted in the planning and initial documentation of Grav CMS, which won CMS Critic's CMS of the Year and Flat-File CMS of the Year awards multiple times between 2016 and 2021.

## SKILLS

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### Leadership & Strategy

- **Documentation Strategy:** Roadmap development, information architecture (IA), and content audits.
- **Team Management:** Mentoring technical writers, cross-functional leadership, and resource planning.
- **Style Governance:** Developing and maintaining corporate style guides (Microsoft, Google, or custom).
- **Process Engineering:** Implementing "Docs-as-Code" workflows and CI/CD integration.

### Methodologies & Frameworks

- **SDLC/Agile:** Integration with Scrum/Kanban, Jira/Confluence administration, and Sprint planning.
- **Structured Authoring:** DITA, XML, Single-sourcing, and Component CMS (CCMS) management.
- **API Documentation:** REST/GraphQL, OpenAPI/Swagger specifications, and developer portals.
- **User Experience (UX):** User persona research, usability testing, and microcopy design.

### Tools & Technologies

- **Authoring & CMS:** Oxygen XML, ReadMe, Grav CMS, WordPress, Drupal, and Joomla.
- **Developer Tools:** Git/GitHub, VS Code, CLI/Bash, and Static Site Generators (Hugo, Jekyll).
- **Programming/Markup:** Markdown, HTML/CSS, YAML, JSON, and basic Python/JavaScript.
- **Platforms/Architectures:** Documenting AWS/Azure ecosystems, microservices, and SaaS.

### Domain Expertise

- **Fintech:** Payments, trading, and PCI/GDPR.
- **AI:** Generative AI workflows, prompt libraries, and governance.