

John A. Paz

Senior Technical Writer

johnApaz@gmail.com | 510-707-7494 | johnapaz.com

Summary

- Data-driven Senior Technical Writer with 8+ years writing for developer audiences at SaaS companies.
- Expert in public API documentation, information architecture, and developer onboarding content.
- Skilled in creating, testing, and refining code samples to improve integration and developer adoption.
- Highly proficient in Markdown, Git, CLI, and coding, with experience working closely with engineers.
- Strong advocate for documentation as a strategic asset, ensuring alignment with business and product goals.

Achievements

- Partnered with engineers and PMs to create and refine API docs, enhancing integration clarity (Atlassian).
- Developed and implemented an API documentation portal with Swagger, setting org-wide standards (Menlo).
- Presented API documentation best practices to developer audiences as part of Atlassian's DevAdvocacy initiative.

Core Competencies

- API Documentation & Developer Enablement
- Information Architecture & Content Strategy
- Technical Writing for Developer Audiences
- Strategic Leadership & Knowledge Management
- Data-Driven Documentation & Process Optimization
- Cross-functional Collaboration: Prod, UX, Eng
- Project & Stakeholder Management

Technical Skills

- Dev Tools: Git, Swagger, Postman, Python, Node.js
- Doc Tools: Docs-as-Code, CMS, Wiki, DITA, XML
- Dev Docs: API Docs Code Samples, Integration Guides
- Content Strategy: IA, Content Audits, Style Guides
- UX & Research: Prototyping, User Testing, Workshops
- Training: Tech Writing Workshops, Onboarding Docs
- AI: AI-Assisted Docs, Evaluating AI for Docs

Professional Experience

Knowledge Manager | **Tinubu** | Maitland, FL, USA Jul 2024 – Nov 2024

- Developed and implemented a documentation strategy, standardizing tooling, templates, and workflows.
- Advised executives on optimizing tooling, aligning with business needs and scaling efficiency.

System Analyst | **SingleStore** | (R) Orlando, FL, USA Aug 2023 – Feb 2024

- Partnered with engineers to reduce technical debt, streamline DevOps, and enhance system performance.
- Analyzed data to identify inefficiencies, delivering insights to resolve critical process gaps.

Documentation Manager | **Menlo Security** | (R) Orlando, FL, USA Dec 2020 – May 2023

- Managed end-to-end documentation projects, including stakeholder alignment, content strategy, and delivery.
- Worked with engineers and PMs to refine API docs, improve onboarding, and align content with product goals.

Senior Technical Writer | **Atlassian** | Sydney, NSW, AUS & San Francisco, CA, USA Jan 2015 – Dec 2020

- Worked with engineers to refine API docs, improve onboarding, and enhance content discoverability.
- Designed, created, and tested code samples to support API docs and Bitbucket Cloud integrations.
- Contributed to Bitbucket Cloud's developer docs, restructuring IA and optimizing guides for usability.

Education

B.A., English, Technical Writing Track – University of Central Florida | Orlando, FL, USA 2008