DOCUMENTATION ENGINEER

BENJAMIN GODDARD

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SUMMARY

Documentation engineer with 14 years in technical writing. For the last two years, sole owner of a payments company's developer documentation, designing and directing the AI-assisted pipeline and automated review system that kept it accurate. I build documentation systems for developers and AI agents.

SKILLS

AI & Automation: AI-ASSISTED DOCUMENTATION WORKFLOWS · AI OUTPUT EVALUATION · DOCUMENTATION FOR AI AGENTS · DRIFT DETECTION · CONTEXT ENGINEERING · LLMS.TXT · DOCS LINTING · CLAUDE CODE

Documentation & Information Architecture: DEVELOPER DOCUMENTATION · API REFERENCE · SDK DOCUMENTATION · DIÁTAXIS · INFORMATION ARCHITECTURE · CONTENT STRATEGY · REGULATED CONTENT · SNAP EBT · WIC · HSA/FSA

Engineering & Platform: GIT · DOCS-AS-CODE · OPENAPI · SPECTRAL · MDX · AI-ASSISTED PYTHON · PRE-COMMIT HOOKS · CI CHECKS · README · LINEAR · JIRA · CONFLUENCE

EXPERIENCE

Technical Writer

November 2024 – August 2026

Forage · San Francisco, CA (Remote)

Payments infrastructure APIs enabling merchants to accept government benefit payments (EBT/SNAP, WIC, HSA/FSA). Sole documentation practitioner for the entire developer-facing corpus.

- Designed and operated a **19-stage AI-assisted documentation pipeline** — structural audit, Diátaxis splitting, sequential style passes, multi-lens review, fact verification, and publish — that let one writer sustain the throughput and consistency of a small team
- Designed and directed an AI-built **seven-lens automated review panel** that reads every draft before it ships: a pragmatic integration engineer, skeptical platform architect, precise regulatory analyst, empathetic support translator, anxious junior developer, exacting technical writer, and an agentic-readability lens
- Caught **96% of a human reviewer's substantive findings** in the panel's initial calibration. Separately designed and directed AI-built drift-detection tooling comparing live API source code against the OpenAPI spec and published documentation to surface where they fall out of sync
- Shipped **172 merged pull requests** (deduped count of distinct deliverables) over about 20 months, sustaining about 2 shipped pieces a week on average and accelerating to 6/week in the second half of the tenure after an explicit management goal was set
- Owned the company's entire developer documentation function solo: **about 110 pages** of API reference, integration guides, SDK docs, and error documentation across multiple live API versions
- Partnered with engineering leadership to upgrade the documentation platform, unlocking native two-way GitHub sync between the docs repo and the live site, the foundation the later pipeline and quality tooling were built on — named by leadership as a top contribution
- Introduced the **Diátaxis framework** and rebuilt 7 major guide sets with it, splitting sprawling pages into typed tutorials, how-tos, reference, and explanation
- Ran a full **information-architecture audit** of the corpus, surfacing 16 structural gaps that became the restructuring roadmap; separately ran a cold first-time-developer audit producing 25 prioritized friction points
- Stood up an automated quality-enforcement layer of custom pre-commit checks derived from analyzing 260 real reviewer comments, blocking link, formatting, and style defects at commit time

- Wrote seven supplemental documents for AI agents reading the docs, filling the gaps two proof tests found when an AI tried to build a full integration from the public docs alone; all seven were approved before the role ended

Senior Technical Writer
October 2022 – April 2024

Respawn Entertainment · Los Angeles, CA (Remote)

Video game studio behind Apex Legends. 30,000-page internal wiki serving roughly 800 people across Art, Design, Engineering, Security, Product, and QA — a 4-person documentation team for most of the tenure, reduced to one for the final six months.

- Restructured the wiki using freshness data pulled with a **scraping tool (Octoparse)**, since Confluence had no built-in way to surface it
- Held the wiki solo for the final six months as the team went from 4 people to 1, restructuring it by engineering team and **training each team to administer its own section** before departure
- Ran a 530-person UX research survey (42 responses), analyzed the results, and presented a 9-page findings report live to a Game Director and a Senior VP

Senior Technical Writer
September 2020 – July 2022

Mural · San Francisco, CA (Remote)

- First technical writer on Mural's Developer Experience team and a founding member of its Documentation Team
- Published and maintained Mural's help-center and support content in Intercom, the company's primary publishing platform, which carried about 90% of the role's publishing and content work
- Created a 23-step Zapier automation turning documentation requests into a self-service intake pipeline, plus 6 additional automations for status tracking and alerting, including one that monitored the others and reported failures to Slack
- Helped stand up Mural's Public and Enterprise API documentation on ReadMe, editing engineers' drafts and rewriting API descriptions; recommended the manager who led the Documentation Team and helped hire its writers

Technical Writer
June 2019 – January 2020

Malwarebytes · Clearwater, FL

- Migrated 300+ Enterprise support articles off a legacy blog system into Zendesk against a 10-day deadline with no existing conversion tooling — wrote a BASH script that did it in 90 minutes instead of an estimated week of manual copy-paste, then handed the script to a teammate
- Authored the Cloud Console Admin Guide and OneView User Guide from scratch, and converted legacy PDF product guides into topic-based online content

Technical Writer
June 2012 – June 2019

VIPRE Security (GFI / ThreatTrack / J2 Global) · Clearwater, FL

- Built the VIPRE Mac product documentation from scratch, alpha through v1, with minimal developer input
- Evaluated, tested, and chose MindTouch as the successor to shipped PDF/CHM documentation, then wrote the internal style guide governing structure, media, and accessibility conventions on the new platform
- Authored in MadCap Flare across Admin Guides, Help, Quick Start Guides, Installation docs, and release notes, using conditional text, variables, and snippets to single-source content across PDF, HTML, and CHM output for multiple product lines
- Owned weekly release-notes and documentation-readiness tracking across 6+ concurrently shipping products and integrations, coordinating directly with engineering counterparts on each
- Survived 9 team changes in 7 years through repeated acquisitions and rebrands

EDUCATION

Bachelor of Arts, Information Systems — Southern New Hampshire University, Manchester, NH