

Rob Gray

Kitchener, Ontario

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Summary

Senior/Staff Technical Writer with a proven track record of driving documentation strategy, information architecture, and API content for enterprise SaaS and cloud platforms. Experienced in operating as a documentation leader to build developer portals from the ground up, execute complex platform migrations, and establish internal governance. A strong advocate for the developer experience, specializing in task-based content structures that align with user needs.

Technical Skills

- **Docs-as-Code, Portals and Authoring:** Fern, Docusaurus, ReadMe, Storyblok (Headless CMS), Doxygen, Oxygen XML Editor, MadCap Flare, Confluence, DITA.
- **Markup and Data Formats:** Markdown, reStructuredText, JSON, YAML, XML, XSLT, HTML5.
- **API Specifications and Testing:** OpenAPI Specification (OAS), Bruno, Swagger, Postman.
- **Programming and Scripting:** React, Java, Python, JavaScript.
- **Developer Tools and Version Control:** Git (CLI and Workflows), GitHub, GitHub Desktop, Visual Studio Code (VS Code), Perforce, Jira.
- **Databases and Systems:** SQL, NoSQL, Oracle, MySQL, UNIX/Linux, macOS.
- **Generative AI:** Google Gemini, ChatGPT, Claude, Prompt Engineering, AI-Assisted Content Generation.
- **Graphics:** Adobe Illustrator, Photoshop, Snagit.

Work Experience

Trustly

June 2025 – September 2026

Senior Technical Writer

- Served as the sole Technical Writer for North America, owning end-to-end content strategy, architecture, and authoring for developer-facing documentation and RESTful API references.
- Actively edited and refined source OpenAPI YAML specifications within Fern to generate interactive, production-ready API reference documentation.
- Utilized Bruno and Postman to test REST API endpoints, validate JSON request and response payloads, and verify error codes directly against back-end services.
- Led the migration of the developer portal to a new platform, successfully advocating for and implementing a task-based architectural framework over a proposed product-based model to optimize the developer experience. Completed the overhaul and migration ahead of schedule.
- Implemented GitHub Actions in the documentation repository.
- Established formalized documentation standards by expanding the corporate style guide and designing a dedicated Jira tracking system to triage and resolve content issues.

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Work Experience

Snowflake

June 2024 – May 2025

Senior Technical Writer

- Authored and maintained complex technical documentation, including SQL reference guides for billing events and user-facing guides for organizational collaboration features.
- Accelerated documentation delivery by resolving 150 Jira issues and merging over 100 GitHub pull requests within four months.
- Eliminated the Native Applications and Listings documentation backlog.
- Designed and implemented a new architectural layout for topics containing YAML content, improving readability and the developer experience.

Great Expectations

March 2023 – May 2024

Senior Technical Writer

- Led the content strategy and authored the documentation for GX Cloud.
- Redesigned the online documentation portal, including an overhaul of the typography, layout, and information architecture to improve user navigation.
- Standardized company-wide technical content by developing and implementing a formal corporate style guide.
- Revised and streamlined internal content creation and publishing processes.

Astronomer

May 2022 – March 2023

Staff Technical Writer

- Drove content development for Astro Private Cloud, including authoring of deployment and installation guides.
- Collaborated on the strategic redesign and structural layout of the overarching online help system to modernize the user experience.
- Maintained high documentation accuracy and velocity by successfully resolving 200 GitHub issues within eight months.

Okta

October 2019 – April 2022

Senior Technical Writer

- Directed end-to-end documentation strategy for the Directories, Universal Directory (UD), and Sync teams, managing competing priorities across three distinct product areas simultaneously.
- Rewrote over 200 technical topics within six months to improve clarity and architectural consistency.
- Collaborated with remote engineering teams in San Francisco and Seattle to author documentation for new product functionality and platform updates.
- Obtained Okta Professional certification, demonstrating deep technical proficiency in identity and access management (IAM) workflows.

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Previous Experience

Senior Technical Writer, Amazon AWS	June 2019 – July 2019
Senior Technical Writer, Oracle	January 2016 – March 2019
Senior Technical Writer/Team Lead, Christie Digital	April 2011 – December 2015

Early Career History: Previously held Senior Technical Writer and Technical Writer roles at enterprise technology organizations, including Research In Motion (RIM), Sybase iAnywhere, Coreworx Inc., i365 (A Seagate Company), and CUETS.

Education/Advanced Training

B.A. History/English	University of Guelph
Technical Communication Coursework	Simon Fraser University
Introduction to Java Programming	University of Waterloo