

MICHELLE WRIGHT

Senior Developer Content Designer | API Documentation | Developer Experience

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SELECTED ACHIEVEMENTS

- Received a CEO Award for redesigning a global documentation platform supporting 4,000+ topics.
- Defined the content model and authored the Sage Intacct Query Service Guide used across all REST APIs.
- Reviewed approximately 190 REST API objects, identifying issues in 147 and introducing AI-assisted review workflows to improve review efficiency.
- Reduced a payments documentation backlog by 50% within eight months.
- Contributed to agile delivery teams for more than ten years, including serving as Scrum Master.

PROFILE

Senior Developer Content Designer with 15+ years of experience helping SaaS and FinTech organisations improve developer experience through API documentation, documentation standards, and scalable content operations.

Combines API documentation expertise with experience transforming documentation ecosystems, establishing governance, and improving developer experience across banking, payments, and SaaS platforms.

PROFESSIONAL EXPERIENCE

Senior Developer Content Designer at Sage Intacct –November 2024 – present

Scope

- Owned developer documentation for 266 REST API resources across five Sage Intacct application areas: General Ledger, Cash Management, Contracts, Projects, and Consolidation.
- Delivered documentation for multiple quarterly releases, achieving 100% completion of assigned API documentation ahead of every code-freeze milestone.
- Leadership and influence
- Served as documentation lead for five Sage Intacct service domains, collaborating with engineers and product teams to validate OpenAPI specifications and enhance developer onboarding.
- Authored the Sage Intacct Query Service Guide, defining the content model, examples, and developer guidance for filtering and retrieving financial data across all Sage Intacct REST APIs.
- Conducted detailed manual reviews of approximately 190 REST API objects against developer quality standards, identifying issues in 147 objects and contributing to API quality and developer experience.
- Quality and Innovation
- Reviewed pull requests containing API documentation, OpenAPI definitions, YAML configuration, and developer guidance to ensure accuracy, consistency, and adherence to documentation standards.
- Introduced AI-assisted review workflows using GitHub Copilot to support pull request validation, API quality reviews, and documentation analysis.
- Designed instruction-based workflows for AI-assisted documentation and code review activities, completing approximately 30 AI-assisted reviews and identifying issues in 15 REST API objects.

Technical Author at Thredd – June 2022 – October 2023

- Produced customer-facing documentation for payment processing, issuer processing, and card programme management capabilities.
- Audited and updated REST API documentation, increasing consistency across developer-facing content and reducing support queries from implementation teams.
- Produced and maintained 40–50 customer-facing documentation sets with version-controlled releases supporting continuous product updates.
- Received the CEO Award for the redesign and rebranding of the documentation platform, including reusable templates, responsive layouts, and re-working more than 400 technical illustrations and diagrams across 30+ MadCap Flare projects.
- Managed weekly documentation deployments using AWS, Bitbucket, Jenkins, and Octopus within a CI/CD environment.
- Contributed to the development of documentation standards, onboarding training, and process improvement.

Senior Technical Writer at FreeBalance - February 2022 – June 2022

- Developed a Documentation Strategy and secured stakeholder buy-in for a sustainable VPN-accessible documentation portal for global public financial management software and SaaS solutions.
- Designed and supported implementation of a web-based documentation portal supporting 20+ MadCap Flare projects and real-time publishing through GitLab CI/CD.
- Established documentation standards and processes to support long-term documentation scalability.

Senior Technical Writer & Scrum Master at Avaloq Innovation - November 2019 – January 2022

- Served as Scrum Master and Senior Technical Writer, supporting agile delivery through process improvement, backlog management, peer review frameworks, onboarding programmes, and continuous improvement initiatives.
- Produced REST and SOAP API documentation, developer guides, and technical reference content for Avaloq banking and SaaS platforms using Markdown, YAML, and MadCap Flare.
- Maintained and enhanced a large-scale payments documentation project comprising more than 4,000 topics covering payment processing, issuer processing, and programme management solutions.
- Produced and maintained 35–50 customer-facing documentation deliverables, with up to eight versioned releases per document each quarter.
- Partnered with software engineers, product teams, and technical communication leadership to improve documentation quality through enhanced workflows, processes, onboarding frameworks, and agile practices.
- Reduced the Payments team's documentation Jira backlog by 50% within eight months with process optimisation and backlog management.
- Achieved Avaloq Certified Customization Professional certification following completion of Avaloq Developer training.

Technical Writer at Wood Plc, Chester - November 2014 – November 2019

Produced technical documentation for engineering analytics and asset integrity software within Git-based CI/CD environments.

Developed documentation standards and governance practices supporting multiple agile teams.

Technical Writer at Senergy Software Ltd - October 2009 – April 2014

Created product documentation and training materials for petrophysics and oilfield data management software.

CORE SKILLS

- REST API Documentation
- API Reference Documentation
- Technical Documentation
- Developer Documentation
- Developer Experience (DX) Content
- Documentation Information Architecture
- Git-Based Documentation Workflows
- Technical Markup with Markdown, YAML, and JSON
- Technical Content Reviews and Pull Requests
- Developer Portal Documentation
- Documentation Strategy
- Documentation Standards and Governance

PORTFOLIO HIGHLIGHTS

Examples of public and portfolio work demonstrating API content design, documentation transformation, and developer experience improvements.

Sage Intacct REST APIs

Authored REST API documentation for Sage Intacct's [General Ledger](#), [Cash Management](#), [Project and Resource Management](#), [Contracts and Revenue Management](#), and [Consolidation](#) application areas, documenting complex financial business objects, data models, and API interactions.

Defined the content model and authored the developer guide for the [Sage Intacct REST API Query Service](#).

Thredd Docs Portal and Cards API

Led redesign activities that improved navigation, discoverability, and visual consistency across the [Thredd Documentation Portal](#) containing 50+ projects and 400+ visual assets.

Contributed to the [Thredd Cards API developer portal](#) by reviewing and updating API documentation, validating technical content with engineering teams, and maintaining supporting OpenAPI and Postman assets.

CERTIFICATES & EDUCATION

CERTIFICATIONS

- Professional Scrum Master 1, August 2020
- Postman API Fundamentals Student Expert, May 2024
- MadCap Flare Advanced Developer, April 2024
- Avaloq Certified Customization Professional with a Major in Core Technologies, Expired 2022
- Leadership and Management Advanced Diploma Level 7 (CPD Accredited), February 2022

TRAINING

- JSON and XML for Writers, REST for Writers, Markdown, The Art of API Documentation, 2021
- Amazon Web Services (AWS) for Non-Engineers and Cloud Computing, 2019

EDUCATION

- Postgraduate Diploma in Fine Art Digital, University of the Arts London
- BA (Hons) in Fine Art 1st Class with Distinction, Bangor University

MEMBERSHIPS

An active Institute of Scientific and Technical Communicators (ISTC) member.