KYLE POLLOCK

KNOWLEDGE BASE MANAGER, API TECHNICAL WRITER, and DEVELOPER EDUCATOR

EDUCATION

BACHELOR OF ARTS IN PROFESSIONAL WRITING
MICHIGAN STATE UNIVERSITY
East Lansing, MI, 2012

CONTINUING EDUCATION

FULL STACK WEB DEVELOPMENT PROGRAM (Backend and Frontend Development)
KICKSTART CODING
Oakland, CA, 2019

TECHNICAL WRITING SKILLS

API Technical Content Audit and Analysis:
Audience engagement analysis, team member interviews, gathering insights on developer needs content competitive analysis, content evaluation, customer focus approach

API Technical Content Strategy and Planning:
Devise information architecture for developer hubs, content mapping, implement workflow solutions for docs, technical content migration plan, engaging stakeholders to develop curious questions to ensure end-user needs are addressed and met.

API Technical Content Creation: Technical API documentation writing, prioritize time to work independently, content collaboration, content quality assurance, building workflow solutions

API Technical Content Maintenance: Periodic improvements of API Postman collections, success metrics identification and analysis for API docs, iteration on content based on prioritizing developer-focused feedback

CONTACT

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PROFILE

8 years of writing technical content and building on platforms to create engaging digital experiences. 6 years of constructing API documentation and collaborating engineers and product managers. Solves hundreds of API product questions for clients, and creates clear references, and guides others to help shape meaningful customer experiences to drive business growth.

TECHNICAL SKILLS

Documentation: Postman, API technical documents, technical writing, Git, Github, readme.io, Paligo, changelogs and release notes, Discourse.org, API references, use case guides and FAQs
Web API Development: HTML, CSS, Javascript, REST API, PYTHON API integration tutorials, CURL API tutorials, CLI, SQL, MySQL, XML, jQuery, Markdown, UX/UI testing, VS Code, Postman tutorial
Developer Marketing: Email marketing, Website analytics, Salesforce form integrations, Hubspot forms, hackathons with 1k-2k attendees, developer webinars, live developer API demos,
Content Writing: API documentation guidelines, brand strategy, API FAQs, API blogs, dev.to blog
Visual Asset Production: YouTube API tutorial videos, Premier Pro, Illustrator, Photoshop, Figma

EXPERIENCE

TabaPay (tabapay.com)| *FinTech As a Service Company*
Lead Technical Writer | Palo Alto, CA | 01/2024 – Present
- Managed API and client documentation to increase traffic by 25% with 65 new code samples
- Compiled and presented product release notes for 7 new products to the whole company
- Owned documentation strategy to rework developer site and docs navigation experience
- Redesigned internal documentation in confluence to improve access to product resources
- Created and published TabaPay's first Postman collection with over 150 API requests

Rapyd (rapyd.com)| *FinTech As a Service Company*
DevRel Specialist| SF, CA | 06/2023 – 10/2023
- Hosted live events and presented live API demos in Python on a monthly basis for developers
- Produced ~100 videos for fintech developers as tutorials on connecting with the Rapyd API
- Oversaw API content on community.rapyd.net and helped grow userbase from 0 to 50K

Technical Writer | SF, CA | 01/2021 – 05/2023
- Managed the API changelog and product releases each month editing and approval process to convey technical features to clients as Rapyd grew from 150 to over 800 employees
- Managed over 250 product documentation pages and wrote 10 new fintech product pages
- Helped onboard an additional technical writer and provided process and systems training

Synapse (synapsefi.com)| *FinTech Banking Services Company*
Knowledge Base Manager | SF, CA | 11/2019 – 7/2020
- Managed the API changelog editing and approval process to convey technical features to clients in a clear, concise fashion as the company grew from 100 to over 170 employees
- Oversaw Knowledge Management to produce API documentation for customers and client engineers. Wrote API user guides, FAQs, tutorials, and release notes for over 17 products

San Francisco City Impact (SFCityImpact.com) | Web App | *Social Services in Tenderloin District*
Communications Manager | Content Strategist and UX Writer | SF, CA | 09/2014 – 05/2019
- Oversaw branding and communications for all content, and websites with revenue of $1M

Bank of the West (bankofthewest.com) | *US Financial Service Company*
Technical Writer | UX Content Strategist | SF, CA | 03/2013 – 09/2014
- Built technical content and managed SharePoint websites viewed by over 10,000 employees

Michipreneur.com | *Online publication for Michigan's Startup Community*
Journalist | Detroit, MI | 10/12 – 08/13
- Interviewed entrepreneurs to develop creative content and stories on entrepreneurship

MSUrecycling.com + MSUsurplusstore.com | *Michigan State University Recycling/Surplus Store*
Frontend Web App Developer | Creative Writer | East Lansing, MI | 06/2012 – 11/2012
- Built and designed frontend of the Recycling Center website and wrote technical content

COMMUNITY INVOLVEMENT AND OUTREACH

- **San Francisco Police Department,** Volunteer Chaplain, SF, CA   January 2024 – Present
- **Prophetic Heart Healing Certification,** Certified Facilitator, SF, CA   June 2021 – Present
- **International Fellowship of Chaplains,** Chaplain License, Houston, TX   November 2023
- **Mobilize Love**, Web App and Writing Coordinator, SF, CA   July 2019 – Present
- **San Francisco City Impact**, Meal Delivery Volunteer, SF, CA   January 2013 – August 2018
- **Eagle Scout Merit Award**, BSA Troop 160, Orchard Lake, MI   January 2008