



PETER GUSTAFSON

API Technical Writer

Telephone: (207) 602-0299

Email: webeamericans@pm.me

SOFTWARE SKILLS

SOAP & REST | Git | Swagger | Postman
MadCap Flare | React | Ruby | Jekyll | Hugo
Slate | Markdown | Oxygen XML | OAuth | Authy
HTML5 | CSS | JavaScript | Java | SDKs | AWS
NoSQL | SQLite | MongoDB | Photoshop | Gimp
Drupal | Apigee | WordPress | Salesforce
JIRA | Confluence | TPS | Visio | MS Office
Adobe Premiere | ScreenFlow | Final Cut Pro

PROFESSIONAL PASSIONS

API help documents for new users
Financial industry help systems
Static website design and publishing
User acceptance testing
Brand management style guides
New business development

MARKETING EXPERTISE

Google SEO | YouTube SEO
Video production and script writing
Direct response advertising
New business development
Account management and sales

EDUCATION

University of Southern Maine 1995-1998
BA, English
Graduating GPA 3.33

EXPERIENCE

[Writing portfolio](#) | [LinkedIn](#)

usbank Boston, MA 10/2020-12/2020
Senior API Technical Writer (contract)

Lead API technical writer tasked with analyzing and recommending best-in-class upgrades to the US Bank API documentation.

- Pinpointed user blockers in existing API documentation
- Created a streamlined plan to update existing help content
- Recorded screencast videos of needed updates for help guides
- Collaborated with developers and project managers
- Converted all documentation to Markdown (docs as code)

RMS Newark, CA 3/2020-9/2020
Senior API Technical Writer (contract)

Lead API technical writer responsible for documenting risk modeling API endpoints.

- Formulated best-in-class API documentation plan
- Instituted the use of peer review checklists and style guides
- Built API documentation templates based on target users
- Upgraded API modeling document standards
- Converted all documentation to Markdown (docs as code)

wex Portland, ME 9/2019-2/2020
Senior API Technical Writer (contract)

Lead technical writer responsible for documenting the [DriverDash](#) app API endpoints.

- Developed API help guide templates for users
- Tested endpoints to create API help documentation
- Collaborated with developers and product owners
- Converted all documentation to Markdown (docs as code)

{ ⚙ } SHIPENGINE Austin, TX 6/2019-9/2019
Senior API Technical Writer (contract)

Lead technical writer responsible for writing new public-facing API documentation.

- Authored new API documentation templates
- Rebuilt API help guide graphics and flow charts
- Integrated legacy documentation into new API user guides
- Converted all documentation to Markdown (docs as code)

cisco San Jose, CA 4/2019-6/2019
Senior Technical Writer (contract)

Lead writer for the Connected Roadways help center documentation upgrade.

- Updated internal style guides
- Interviewed SMEs to improve application documents
- Created user documentation to reduce onboarding time
- Developed publishing templates for new help center
- Enhanced UI console navigation and formatting



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Chantilly, VA 8/2019-3/2020
Senior API Technical Writer (contract)

Developer/technical writer of a new MadCap Flare help center for global virtual payment transactions.

- Created new MadCap Flare navigation architecture
- Designed new help center UI for users
- Authored new help guides for virtual credit card product
- Interviewed SMEs to collect accurate endpoint use cases
- Drafted writing style guides for writing teams



CDKGlobal, Hoffman Estates, IL 2/2018-10/2018
Senior API Technical Writer (contract)

Lead API technical writer responsible for REST documentation and development of Apigee SmartDocs.

- Responsible for API library code examples in Java, Ruby, PHP
- Created style guides for the new API documentation
- Initiated UI defect assessments and testing
- Collaborated with global developer teams on API design
- Enhanced publishing standards in Drupal

towerd@ta NY, NY 11/2017-2/2018
Senior API Technical Writer (contract)

Lead developer | technical writer responsible for all production and rewrites of API documentation.

- Built a new static API documentation UI ([view live](#))
- Integrated Ruby | Slate | Markdown environment
- Created API wireframe designs for integration
- Customized new UI dovetailing brand guidelines and styles
- Managed software testing and defect resolution



Portland, ME 8/2015-10/2017
Senior API Technical Writer (contract)

Team lead managing API reference documentation for a global virtual credit card processing product.

- Created REST and SOAP API documentation
- Managed financial product data mapping schemes
- Responsible for release note writing & publishing
- Authored SIT testing documentation for product performance
- Built an API documentation UI using Ruby, Slate and Markdown
- Consolidated developer documentation in Confluence & JIRA

stripe NY, NY 7/2014-8/2015
API Technical Writer (contract)

API technical writer responsible for documenting Stripe API endpoints for B2B and B2C payment processing.

- Tested new API endpoints for global credit card processing
- Developed API documentation templates for user profiles
- Performed API analytic reports of daily API users