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SKILLS SUMMARY

- Advanced Technical Writing & Editing
- API Documentation (RESTful & GraphQL)
- Docs-as-Code (Markdown, Git, CI/CD)
- Information Architecture & Content Strategy
- Developer Portals & Documentation Platforms
- UX Writing & Usability Enhancement
- SEO Principles for Documentation Sites
- Project & Release Management
- Technical Training & Mentorship
- Cross-Functional Collaboration
- Bilingual Communication (English & Spanish)

TECHNOLOGIES & TOOLS

Docs-as-Code & Version Control

- Git, GitHub, GitLab, Perforce
- Markdown, HTML, Doxygen, DITA, reStructuredText
- Static Site Generators: MkDocs, Gatsby, Docusaurus, Slate

API Documentation & Testing

- Postman, Readme.io
- REST, GraphQL, OpenAPI/Swagger, YAML, JSON, XML

Content Management & UX

- Confluence, Zendesk
- WalkMe, Aha!, Figma

Game Development & Multimedia

- Unity Game Engine (Essentials & Junior Programmer)
- Video & Audio Editing Tools

ARMANDO SALAZAR

SENIOR TECHNICAL WRITER | API DOCS SPECIALIST

Senior Technical Writer with 7+ years of experience leading high-impact API, developer, and software documentation projects for global organizations. Recognized for building scalable Docs-as-Code systems, designing intuitive information architectures, and simplifying complex technical concepts for diverse audiences. Skilled in driving cross-functional collaboration and content strategy across fintech, WebXR, cloud, and gaming ecosystems. Bilingual (English/Spanish) communicator with proven success mentoring writers and aligning documentation with product and engineering goals.

Portfolio highlights

- Napster Corp. (Infinite Reality): [Architecture Docs](#) | [Creator Docs](#)
- Rappi Developer Portal & API Docs: [Developer Portal](#) | [API Reference](#)
- Argyle Documentation: [User Guides](#) | [API Docs](#)

WORK EXPERIENCE

Senior Technical Writer & Documentation Lead

Napster Corp. (Infinite Reality) | December 2022- July 2025

- Established the company's first technical writing practice, creating and managing a unified documentation portal merging multiple sources to support metaverse creators, developers, and end-users.
- Implemented Docs-as-Code methodologies and CI/CD workflows, accelerating documentation delivery and streamlining developer contributions.
- Created comprehensive API documentation (OpenAPI/Swagger), SDK guides, and architectural resources (engineering manuals, onboarding guides, GitHub READMEs, YAML/JSON specs).
- Defined standardized guidelines, style guides, and processes to elevate content quality and consistency.
- Designed and maintained information architecture optimized for scalability and intuitive navigation, directly improving user engagement metrics measured via analytics (user visits, retention rates, and content interactions).
- Led release management documentation efforts, coordinating closely with product management, engineering, UX, and QA teams globally across multiple time zones.
- Facilitated cross-functional communication through recurring workshops, training sessions, and knowledge-sharing initiatives to ensure team alignment on product documentation and releases.
- Actively collaborated with UX/UI teams, contributing directly to product strategy and usability improvements across the Napster platform.

Technical Writer

Argyle | June 2022 - December 2022 (Contract)

- Authored detailed developer guides, API documentation, and user manuals for Argyle's fintech platform, significantly improving the developer onboarding experience.
- Owned the revision and implementation of Argyle's documentation style guide, establishing clear standards for voice, tone, and content consistency across all communications.
- Coordinated closely with engineering and product teams to document platform features and API enhancements, reducing developer friction and support overhead.

EDUCATION & CERTIFICATIONS

Education

- **Web Applications Development (in progress)**
Universidad de Guadalajara
2021–Present

Specialization: Angular, React, Node.js, Laravel, API integration

- **IT Technical Career Studies**
Center for Technological, Industrial, and Service Studies | 2009–2012

Certifications

- Unity Certified Junior Programmer
- Unity Essentials Pathway Certification
- Wizeline Academy (Technical Writing Fundamentals)

LANGUAGES

- English – Fluent (Professional Level)
- Spanish – Native

Senior Technical Writer

Wizeline | August 2020 - June 2022

- Led and executed documentation initiatives for global enterprise clients, including Rappi, The Washington Post, and Univision, delivering comprehensive API docs and developer portals.
- Launched two developer portals, creating extensive RESTful API documentation that measurably increased developer engagement and API adoption.
- Established Docs-as-Code workflows, significantly improving documentation consistency, delivery speed, and project outcomes.
- Mentored junior technical writers, fostering skills development and establishing Wizeline's documentation best practices.

Technical Writer

ContractRoom Inc. | January 2019 - August 2020

- Developed comprehensive user documentation, internal knowledge bases, training resources, and API integration documentation for ContractRoom's SaaS-based contract lifecycle management platform.
- Worked closely with development and product management teams to document platform integrations, new features, and release notes, substantially reducing user-reported issues.
- Delivered internal training sessions, enhancing adoption rates and user proficiency with the platform.

Technical Trainer

HPE (Hewlett Packard Enterprise) | August 2018 - January 2019

- Created detailed technical documentation, user manuals, interactive guides, and instructional content for HPE's internal web-based software tools and third-party integrations.
- Developed on-screen interactive user experiences (modals, banners, guided walkthroughs), directly improving user onboarding effectiveness and software adoption rates.
- Delivered structured technical training and user enablement sessions, significantly enhancing team productivity and reducing onboarding time.

ADDITIONAL EXPERIENCE

Product Owner

HP Inc. | Aug 2017 - August 2018

- Managed product implementation processes, developing detailed internal release documentation, training content, and product communication materials to support global product launches.
- Coordinated product releases across international markets, collaborating closely with Product Country Leaders, Engineering, Marketing, and stakeholders to ensure successful product rollouts.
- Supported product planning and UX/UI teams in defining product requirements and user-focused improvements, ensuring alignment with market needs.

English Teacher

InterLingua | Dec 2016 - August 2017

Levels: Basic 1, Basic 2, Intermediate 1, Intermediate 2, and Advanced.

- Developed and delivered comprehensive English courses for diverse proficiency levels.
- Evaluated student performance, tailored teaching strategies, and created supplementary educational resources to improve language acquisition.