

REUBEN OKAFOR

Technical Writer

Lead technical writer with fourteen years building and running documentation teams at developer-platform companies. Hire, coach, and set strategy for writers, content engineers, and developer educators. Track record of turning scattered wiki pages into a single docs property that engineering, sales, and support all rely on.

PROFESSIONAL EXPERIENCE

- **Lead Technical Writer, Tideglass Data, Austin, TX**
2021 – Present
 - Manage a team of six writers and one content engineer covering API reference, conceptual docs, and developer education.
 - Consolidated four separate docs sites into one unified portal, lifting monthly organic traffic from 92,000 to 240,000 sessions in eighteen months.
 - Set the docs roadmap with product leadership; doc work is now scoped alongside engineering work in the same planning cycle.
 - Introduced a tiered editing model so reference docs ship faster while conceptual content still gets a senior review.
 - Sit on the hiring committee; hired four writers in two years with a structured loop including a paid writing exercise.
- **Documentation Manager, Wraithpine Labs, San Antonio, TX**
2017 – 2021
 - Built the docs function from one writer to a team of four serving three product lines.
 - Defined the first writing style guide and contribution model for the engineering org.
 - Partnered with developer relations to launch a quarterly docs and code-sample audit that closed 180+ stale items in year one.
 - Reduced top-ticket category 'where do I find this' by 33% after an IA redesign.
 - Coached two writers into senior roles within their first two years on the team.
- **Senior Technical Writer, Coppermount Systems, Houston, TX**
2014 – 2017
 - Owned developer docs for a message queue product, including a Java client SDK and a CLI.
 - Rewrote the quickstart with a working sample app; activation rate on free-tier sign-ups rose from 22% to 38%.
 - Set up the first CI checks for docs (broken links, code-sample compile) in the engineering pipeline.
 - Wrote a runbook template that the on-call team still uses across services.
- **Technical Writer, Larkfield Networks, Dallas, TX**
2011 – 2014
 - Documented network appliance hardware and the web UI used by IT teams in mid-market companies.

CONTACT INFORMATION

 (512) 555-3098
 reuben.okafor@example.com
 Austin, TX 12345

EDUCATION

B.A. in English, University of Houston,
2011

Society for Technical Communication,
Senior Member since 2018

KEY SKILLS

- Documentation strategy and team management
- Hiring, leveling, and performance reviews for writers
- Docs-as-code at scale: Git, Docusaurus, Antora, Vale
- OpenAPI tooling and API reference generation
- Information architecture and site consolidation
- Editorial standards and style guide ownership
- Cross-functional partnership with product, engineering, support, devrel
- Budgeting and vendor management (translation, contractors)
- Docs analytics and KPI reporting to executives

- Produced install guides, regulatory inserts, and a 220-page admin manual updated across four firmware releases.
- Sat in on customer calls each month and used the patterns to reprioritize the docs backlog.
- Trained two field engineers to contribute deployment notes the writing team could edit and publish.