



# JASON GANNON

Technical writing | REST API design & documentation

765.615.6332 | [jason.gannon@pm.me](mailto:jason.gannon@pm.me) | [linkedin.com/in/jasonmgannon](https://linkedin.com/in/jasonmgannon) | [github.com/jasongannon](https://github.com/jasongannon)

---

## Professional summary

---

Versatile technical writer, API designer, and software developer with over 15 years' experience in the software industry. Expertise in user & developer documentation, including design & development of API references and developer portals. Expertise in the OpenAPI Specification (OAS) and REST API design. Strong experience in fintech, including banking and payments (PCI DSS) also, security, data privacy, and regulatory compliance.

---

## Skills

---

- Documentation sites; developer portals
- REST API design & documentation
- User experience; developer experience
- Fintech: banking, payments (PCI DSS)
- Security; data privacy; regulatory compliance
- Technical writing & editing
- Markdown, HTML, CSS, JavaScript
- Information architecture; site architecture
- Change management & digital transformations
- agile, software development lifecycle

---

## Professional experience

---

### Qualtrics

Senior Technical Analyst (Technical Writing)

Mar 2022–Sep 2024

Led API design, documentation, and governance programs to improve the quality of public APIs.

- Developed and managed an API design guide and API rulesets to improve site consistency
- Integrated Spectral API linter from Stoplight into our CI/CD pipeline (GitLab/Jenkins)
- Improved accuracy and concision of API documentation—reduced support tickets by 40%
- Created public API Collections on Postman API, which won Postman's award for Best New API for 2024

### United Parcel Service (UPS)

Senior Technical Analyst (Technical Writing)

Sep 2023–Feb 2024

Led API design, documentation, and governance programs to improve the quality of public APIs.

- Implemented custom Spectral linter for API validation to ensure OASs were accurate and consistent
- Refactored public OAS documentation to improve validation rates with the OpenAPI 3.x standard
- Developed a web app prototype for a new developer portal, increasing implementation speed

### Pace Software

Senior Technical Writer

Sep 2021–Jul 2023

API design and documentation. Led development of developer portal for fintech startup (mobile payments).

- Designed and documented public APIs to speed up integration with payment processors
- Developed a JSON-based rules engine for logic processing, which reduced system
- Handled all compliance documentation for PCI DSS audits and certifications

## Conduent

Senior Technical Analyst (Technical Writing)

Sep 2017–Sep 2021

Developed content models, documentation, and learning plans for enterprise web applications.

- Developed content models, document models, and a task roadmap that sped up employee onboarding
- Ensured software and documentation updates were in 100% compliance with industry regulations

## G&G Software

Technical Writer; Web Developer

Oct 2010–Present

Technical documentation and web development services for web and mobile applications (banking).

- Developed responsive web applications during early days of mobile banking applications
- Created RESTful web services for financial applications to improve customer experience

---

## Education

---

Purdue University, West Lafayette, Indiana

Bachelor of Arts—English Literature

---

## Tools

---

- **Documentation:** Markdown, LaTeX, AsciiDoc, reStructuredText
- **API Tools:** Swagger, Postman, Stoplight, Redoc, Spectral linter
- **Languages:** C, Go, SQL, Rust, JavaScript, HTML & CSS
- **Frameworks:** React, Next.js, Astro, Svelte, Node.js, Express.js, .NET
- **Diagramming:** Visio, Lucidchart, draw.io, PlantUML, Mermaid JS
- **Version Control:** Git, GitHub, GitLab

---

## Certifications

---

- OpenAPI Initiative (OAI) Certified OpenAPI Specialist
- API Documentation Certification
- Postman API Certification
- PCI DSS Compliance Fundamentals

---

## Sample projects

---

- Pace Software Developer Portal & API Reference
- Integrating with RuleEngine
- Spectral API Linter Web Application
- Linking to Your Postman API Collection

For sample projects, please visit: [github.com/jasongannon/work-samples](https://github.com/jasongannon/work-samples)