

Garrett Stack

Technical Writer

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PROFESSIONAL SUMMARY

Technical communicator with 15+ years translating complex enterprise software systems into clear, structured documentation. Hands-on experience with REST APIs, SaaS integrations, cloud infrastructure and automation workflows. Background in cloud support engineering gives real technical depth - not just writing about software but understanding it. Portfolio includes structured technical guides published via GitHub Pages using MkDocs and Markdown, covering Kubernetes architecture, deployment workflows and infrastructure diagrams. Strong advocate for version-controlled, developer-first documentation.

PROFESSIONAL EXPERIENCE

Independent Professional Development | [Self-directed](#) *Apr 2024 - Present*

- Built and published a technical documentation portfolio at garstack1.github.io/gstack-tech-guides - structured guides using MkDocs and Markdown covering Kubernetes, deployment workflows and infrastructure diagrams.
- Completed Writing Effective Technical Documentation certification (Board Infinity / Coursera).
- Currently completing a Postgraduate Certificate in Digital Technologies.

Principal Technical Product Trainer | [DocuSign](#) *Jan 2020 - Apr 2024*

- Created technical documentation, user guides and enablement content for enterprise CLM, eSignature and Salesforce integration products.
- Served as technical SME ensuring documentation accurately reflected API capabilities, integration workflows and system configuration.
- Developed structured content spanning instructor guides, certification materials, quick reference cards and workflow documentation.
- Collaborated cross-functionally with Product, Engineering and Customer Success to maintain content accuracy through product releases.

Product Learning Specialist | [Amdocs](#) *Jun 2017 - Jan 2020*

- Created 30+ technical training modules covering SaaS platform UI, back-end architecture and API integrations.
- Developed structured documentation simplifying complex telecoms software for both technical and non-technical audiences.

Network Operations Engineer | [IBM](#) *Sep 2015 - Oct 2016*

- Documented network operations procedures and incident response workflows in a SOC environment.

Technical Support Engineer | [VMware](#) *Nov 2013 - Aug 2015*

- Documented complex infrastructure troubleshooting workflows for VMware vSphere, ESXi and vRealize platforms.
 - Used Bash and JavaScript scripting to diagnose issues - strong technical foundation for developer documentation.
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EDUCATION

Higher Diploma in Cloud Computing - Munster Technological University	<i>1st Class Honours</i>
MSc. Computer Science (Interactive Media) - University College Cork	<i>2nd Class Honours</i>
Diploma in Geographic Information Science - Technological University Dublin	<i>1st Class Honours</i>
Higher Diploma in Computer Science - University College Cork	<i>1st Class Honours</i>

CERTIFICATIONS

- Writing Effective Technical Documentation - Board Infinity / Coursera
 - Learning SCORM and Tin Can API
 - Oracle Certified Professional - Java SE 6 Programmer
 - Certified DocuSign eSignature Implementation Consultant
 - Certified DocuSign CLM Workflow Developer
 - Certified DocuSign eSignature Administrator
 - DocuSign CLM Workflow Specialist
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KEY SKILLS

Technical Writing, Markdown, MkDocs, Git, GitHub Pages, Confluence, Structured Authoring, REST APIs, JSON, Kubernetes, Salesforce API, VMware, Java, JavaScript, Python, HTML, XML

ONGOING PROFESSIONAL DEVELOPMENT

Currently completing: Postgraduate Certificate in Digital Technologies (Digital Transformation, AI for Business) - European-accredited programme, Digital4Business EU Consortium.