

Don Gosselin

Senior Technical Communications Leader

AI • Developer Platforms • Documentation Systems

San Francisco Bay Area, CA

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Summary

Senior technical communications leader with 20+ years of experience designing and scaling documentation systems for complex software and platform environments. Proven track record working with engineering organizations at companies including Microsoft, Meta, Google, and Intuit to transform fragmented content into structured, scalable, and user-centered documentation ecosystems.

Specializes in developer platforms, AI/ML systems, APIs, and internal engineering tools. Combines hands-on technical writing with content architecture, information design, and cross-functional leadership to deliver documentation that improves usability, accelerates adoption, and supports product scalability.

Not a traditional technical writer—operates as a content systems architect and strategic partner to engineering, product, and design teams. Known for transforming fragmented documentation into structured, scalable systems that improve developer productivity and platform adoption.

Skills

Content Systems & Taxonomy

Designed and implemented metadata and taxonomy frameworks to improve content organization, searchability, and reuse across documentation systems. Applied tagging strategies and classification models to support scalable knowledge management.

Documentation & Technical Writing

20+ years of experience authoring API and developer documentation using Markdown, AsciiDoc, XML/DITA, Oxygen, FrameMaker, and Visio. Deep expertise in docs-as-code and structured content formats, including JSON and YAML.

Content Design

Extensive experience designing and delivering structured, user-centered content for engineering, AI, and software development teams, with a focus on usability, discoverability, and stakeholder engagement.

Software Engineering & Development

Strong understanding of software engineering principles and object-oriented programming, including Java and C++.

Web Development & Data Exchange

Proficient in front-end (HTML, CSS, JavaScript, jQuery) and back-end technologies (PHP, .NET, C#, Python, Go). Experienced with JSON and RESTful APIs for structured data exchange.

Database Management

Extensive experience with relational databases, including Oracle Database, SQL Server, and MySQL.

Digital Asset Management (DAM)

Experience structuring and maintaining documentation libraries, static websites, and knowledge bases. Skilled in content lifecycle management, metadata organization, and discoverability using GitHub, MkDocs, internal wikis, and CMS platforms.

Cloud Technologies

Strong understanding of cloud platforms and services, including AWS and Azure.

Security & Identity Management

Broad knowledge of security frameworks and identity management systems.

Collaboration Tools

Administrative proficiency with Azure DevOps; experienced with Git, GitHub, and GitLab for repository and workflow management.

AI & Machine Learning

Solid understanding of generative AI and machine learning concepts, with experience using tools such as ChatGPT, Microsoft Copilot, and Google Gemini.

Communication & Leadership

Exceptional interpersonal skills with a proven track record of mentoring teams and collaborating cross-functionally across engineering, product, and design.

Professional Experience

Independent Consultant – Technical Communications & Content Systems

Various Clients – 2023–Present

- Delivered senior-level engagements focused on documentation architecture, developer platforms, and AI systems across leading technology organizations.
- Partnered with engineering leadership to define documentation strategy, architecture, and scalable content systems across multiple organizations.

Google – Senior Content Designer | September 2025–March 2026

- Designed and delivered internal and external developer documentation for Reader Revenue Manager (RRM), enabling engineering teams and partners to more effectively implement and support revenue-related features.
- Structured and maintained internal documentation systems using Markdown and Google's internal tooling (Cider, Critique), improving content organization and accessibility for cross-functional teams.

Intuit – Senior Content Designer

Mountain View, CA | March 2025–June 2025

- Designed and delivered internal AI developer documentation enabling engineering teams to mature data assets and implement scalable development practices across multiple initiatives.
- Developed and managed internal AI documentation using Google Docs, Markdown, MkDocs, and GitHub, including a static playbook website and a tailored knowledge base for Intuit's GenStudio platform.

Microsoft – Program Manager/Senior Technical Writer

Remote | October 2024–February 2025

- Supervised a team of five technical writers and SharePoint designers, managing feature backlogs, work prioritization, and cross-functional collaboration through Azure DevOps.
- Developed structured documentation, including SOPs, onboarding materials, and internal process documentation for cross-functional engineering and operational teams.
- Applied metadata and taxonomy principles to organize documentation and improve accessibility within SharePoint and Azure DevOps ecosystems.

- Mentored team members to achieve project milestones, ensuring alignment with strategic goals and leadership expectations.
 - Developed and optimized high-impact documentation, including standard operating procedures and monthly business reviews, improving stakeholder engagement and decision-making.
 - Extensive use of generative AI with Microsoft Copilot.
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Meta – Lead Documentation Engineer V (Senior Technical Writer)

Burlingame, CA | April 2024–September 2024

- Built and scaled a technical documentation function supporting AR/VR/MR engineering teams within Reality Labs, establishing processes, standards, and content frameworks to improve documentation quality and consistency.
 - Designed and implemented structured documentation systems, including internal libraries and landing pages, significantly improving content discoverability and reducing engineer onboarding time.
 - Partnered closely with engineering teams to define, create, and refine developer-focused documentation, aligning content with real-world usage patterns and improving usability across internal tools and workflows.
 - Defined and applied metadata and taxonomy frameworks to organize complex technical content, enabling scalable documentation practices and more efficient knowledge reuse.
 - Leveraged internal AI tools (MetaMate) to accelerate SDLC documentation development and streamline content creation workflows.
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Google – Senior Technical Writer IV

Remote | August 2023–October 2023

- Developed public-facing API documentation for Data Commons, improving accessibility and usability of large-scale open knowledge graph datasets for developers and researchers.
 - Modernized the documentation pipeline using GitHub, Jekyll, and Markdown, enabling more efficient content updates and improving maintainability of technical documentation.
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State of California – Senior Technical Writer

Remote | July 2023–September 2023

- Developed the California Department of Managed Health Care’s Technical Recovery Plan and standard operating procedures, ensuring compliance and operational efficiency.

Selected Full-Time & Long-Term Roles

Google/YouTube – Senior Technical Writer (Contract)

Mountain View, CA | July 2021–November 2022

- Developed API documentation for YouTube and Android Partner Engineering teams, simplifying integration workflows and improving developer adoption.
 - Applied expertise in Markdown, HTML, and CSS to create and manage content while utilizing proprietary documentation tools like Cider and Critique.
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Cisco Systems – Project Specialist (Contract)

San Jose, CA | February 2020–July 2021

- Collaborated with the Cisco DevNet team to develop API documentation, enabling developers to effectively utilize Cisco’s networking platforms.
 - Managed documentation repositories using GitHub and ensured timely content delivery through streamlined workflows.
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WhiteHat Security – Technical Communications Manager

San Jose, CA | October 2018–February 2020

- Directed the end-to-end documentation lifecycle for security products, overseeing writing, editing, quality control, and budgeting for all content.
 - Spearheaded the migration from MadCap Flare to an AsciiDoc-based production system, reducing publishing times and improving documentation consistency.
 - Managed a team of technical writers, ensuring deliverables met both technical and customer requirements.
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Apple – Communications Specialist

Sunnyvale, CA | June 2017–October 2018

- Created and managed internal content for the Information Systems and Technology team, focusing on security communication for Apple engineers and developers.
- Leveraged HTML, CSS, and proprietary CMS tools to maintain high-quality content and branding standards.

Oracle – Documentation Director

Redwood Shores, CA | October 2009–September 2015

- Oversaw a distributed documentation team for Oracle Fusion Middleware Identity Management, scaling operations across multiple countries while improving content quality and team efficiency.
- Established a documentation team in India, scaling operations from 0 to 19 writers while improving productivity and cost efficiency.

Oracle – Documentation Manager III

Redwood Shores, CA | January 2007–September 2009

- Managed the integration of documentation teams from multiple acquisitions, standardizing processes and delivering cohesive, high-quality content.
- Cultivated a team with high morale and minimal attrition, delivering projects on time and within budget.

Oracle – Principal Technical Writer

Redwood Shores, CA | January 2003–December 2006

- Wrote and edited Java and C++ API documentation for Oracle Fusion Middleware's identity management products.
- Automated documentation production using custom scripts, increasing efficiency and accuracy.

Published Works

Course Technology/Cengage Learning, Boston, MA

- *JavaScript* (Editions 1–6)
- *PHP Programming with MySQL* (1st and 2nd Editions)
- *Developing Web Pages with jQuery*
- *Microsoft ASP.NET Development with C# and SQL Server*
- *Microsoft Visual C++ and Visual J++* titles
- *Principles of HTML, XHTML, and DHTML*
- *XHTML Comprehensive and Introductory*
- *Web Warrior Guides to Web Programming and Web Design Technologies*

Education & Certifications

Bachelor of Science in Computer Science *(In Progress)*

Western Governors University

Associate in Letters, Arts and Sciences

Pennsylvania State University — University Park, PA

Certificate in Editing

University of Chicago Graham School — Chicago, IL

Certified ScrumMaster® — Online

Scrum Alliance

AI Developer Professional Certification — Online (includes AI Fundamentals, Machine Learning, Deep Learning, NLP, and related specialties)

IBM