Don Gosselin

Technical Communications

San Francisco Bay Area, CA
(707) 287-3818
don@dongosselin.com
Portfolio: www.dongosselin.com

Summary

Technical communications professional with 20+ years of experience across software development, AI, and IT sectors. Proven success in technical writing, API documentation, content design, and team leadership. Adept at simplifying complex technical concepts for both technical and non-technical audiences. Recent work has focused on high-impact contract roles with top-tier technology firms including Meta, Microsoft, and Intuit. Author of numerous textbooks on computer science topics published by Course Technology and Cengage Learning. Actively seeking a senior or lead-level individual contributor role where I can apply hands-on expertise while driving documentation strategy, mentoring peers, and contributing to cross-functional initiatives.

Skills

- **Software Engineering & Development**: Deep understanding of software engineering principles and object-oriented programming (Java, 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 (Oracle Database, SQL Server, MySQL).
- **Cloud Technologies**: Strong expertise in cloud platforms and services, including AWS and Azure.
- **Security & Identity Management**: Broad knowledge of security frameworks and identity management systems.
- **Documentation & Technical Writing**: 20+ years of experience authoring API and end-user documentation using Markdown, Oxygen, FrameMaker, Visio, XML/DITA tools, along with a strong understanding of docs as code and structured content formats such as JSON and YAML.
- **Collaboration Tools**: Administrative proficiency with Azure DevOps and experienced user of GitHub for repository and workflow management.
- **AI & Machine Learning**: Solid understanding of generative AI, machine learning, and frameworks like ChatGPT, Microsoft Copilot, and Google Gemini.
- **Communication & Leadership**: Exceptional interpersonal skills with a proven record of accomplishment of mentoring teams and collaborating cross-functionally.

Professional Experience

Independent Contractor – Technical Writing

Various Clients — 2021–Present

High-impact documentation and content leadership projects for major technology companies. Selected projects:

Intuit – Senior Content Writer

- Wrote internal AI developer documentation to help engineering teams mature data assets and implement scalable development practices.
- 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 – Senior Technical Writer

- Supervised a team of five technical writers and SharePoint designers, managing feature backlogs, work prioritization, and cross-functional collaboration through Azure DevOps.
- 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.

Meta – Documentation Engineer (Senior Technical Writer)

- Built and scaled a technical documentation team to support engineering efforts for AR/VR/MR technologies within Reality Labs.
- Established structured documentation libraries and landing pages on Meta's internal wiki, improving content discoverability and reducing engineer onboarding time.
- Partnered with engineering teams to create and refine technical documentation tailored to developer needs.
- Developed various SDLC documentation using generative AI with MetaMate, Meta's internal AI-powered assistant.

Google – Senior Technical Writer

- Created public-facing API documentation for the Data Commons open knowledge graph, enhancing usability and accessibility across public datasets. Leveraged tools like GitHub, Jekyll, and Markdown to modernize the documentation pipeline.

Selected Full-Time & Long-Term Roles

Google/YouTube – Senior Technical Writer (Contract)

Mountain View, CA | July 2021–November 2022

- Produced API documentation for YouTube and Android Partner Engineering teams, simplifying integration for developers and partners.
- Applied expertise in Markdown, HTML, and CSS to create and manage content while utilizing proprietary documentation tools like Cider and Critique.

Cisco Systems – Project Specialist (Contract)

San Jose, CA | February 2020–July 2021

- Collaborated with the Cisco DevNet team to write and edit API documentation, enabling developers to utilize Cisco's networking solutions.
- Managed documentation repositories using GitHub and ensured timely content delivery through streamlined workflows.

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.

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 Manager IV

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

Pennsylvania State University, University Park, PA
Associate of Arts in Letters, Arts, and Sciences

University of Chicago Graham School, Chicago, IL
Certificate in Editing

Certified ScrumMaster® (ScrumAlliance)

[IBM AI Developer Professional Certification with expertise in Python, AI applications, and generative AI tools](#)