Renee Castillo

Technical Writer
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SUMMARY

Technical writer with 7 years of experience documenting APIs and developer tools in Markdown, docs-as-code pipelines and Zendesk. Rebuilt the REST API reference used by 1,200 monthly developers and cut onboarding support tickets by 30% with a new quickstart guide. Known for working directly with engineers to document features before launch, not after.

EXPERIENCE

Technical Writer — Lintel Payments

Denver, CO · Feb 2022 – Present

- Rebuilt the REST API reference in a docs-as-code pipeline (Markdown, Git, Vale linting), used by about 1,200 developers a month integrating payments.
- Wrote a new quickstart guide and 6 code samples in 3 languages, cutting first-week integration support tickets by 30%.
- Partnered with 4 engineering teams to document features during sprint planning, closing a backlog of 40 undocumented endpoints in 2 quarters.
- Introduced a shared style guide and terminology list adopted by 8 writers and PMs, resolving naming conflicts across 3 product lines.

Technical Writer — Northgrove Dev Tools

Denver, CO · Aug 2019 – Jan 2022

- Wrote and maintained 90 help center articles for a CLI tool, reducing average ticket resolution time from 45 to 20 minutes.
- Built a release notes template adopted company-wide, cutting the time to publish notes for each release from 2 days to 2 hours.
- Ran usability tests on the docs site with 10 developers, leading to a navigation redesign that raised self-serve answer rate by 18%.

SKILLS

Tools: Markdown, Git, Vale, MkDocs, Confluence, Zendesk, Figma (diagrams)

Documentation: API reference docs, developer guides, release notes, style guides, SDK docs

Technical: REST APIs, JSON, basic Python and JavaScript, Postman

Process: Docs-as-code, content audits, usability testing, cross-team review cycles

CERTIFICATIONS

Google Technical Writing courses (Tech Writing One and Two), 2020

EDUCATION

B.A. English, University of Colorado Boulder, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.