Nigel Earley – Technical author

APIs and developer portals | Product documentation | End-user training and delivery

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Objective statement

I have over twenty years' experience as a **technical author**, producing developer and company portals, product documentation, end-user guides and training documentation. My key strength is that of a communicator – acting as a link between the development and business teams and the business and third-party clients; conveying concepts, use cases and key features throughout the software development cycle. In recent years, much of this work has related to major API projects and the creation of **API developer portals**.

When required, I have delivered **end-user training** and delivery to business-users around the world in bespoke software applications - using the materials I have created during development phase.

If required, I will identify a colleague within an organisation to train up as the technical author/portal manager and **hand over the BAU function** of the material I have created. E.g. At William Hill Online and The London Stock Exchange.

Core skills and experience

- **Technical author** – specialising in APIs and developer portals, software user guides, product documentation and end-user training.
- **APIs and developer portals** – creating API and software developer portals, including step-by-step developer guides, product guides and API definitions for both in-house and third-party developers.
- **End-user training and delivery** – training business-users online; in classroom situations and on a one-to-one basis – using documentation and learning material I have produced during the project.

Client list and locations

I have worked for a diverse range of businesses from FTSE 100 companies to innovative start-ups in a wide range of sectors, including: **fintech**, **travel**, **policing**, **online betting**, **events**, **standards**, **logistics** and **healthcare**.

Companies and organisations include: London Stock Exchange Group, BSI (British Standards Institution), William Hill, Experian, Reed Exhibitions, Deutsche Bank, Thames Valley Police, NHS, Travel Republic and Computershare.

I have trained business users in UK offices and at destinations around the world including: Paris, Barcelona, Madrid, Milan, Düsseldorf, Sofia, Gibraltar, Tel Aviv, Ahmedabad (India), Manila, São Paulo and New England.

Major contract roles (since 2007)

Technical author – Digital transformation (Contract)   August 23 – Mar 24
London Stock Exchange Group, City of London
- LSEG required a developer portal for their new technologies as part of a digital transformation project
- I created an in-house portal consisting of everything the LSEG developers needed to get started with the new tools, including developer tutorials, product overviews and help
- Technologies covered included: ServiceNow, Microsoft Power Platform, Rundeck, BigFix, Control-M and Datadog

Technical author – Developer portal (Contract)   April 22 – Jan 23
Icon Solutions, Wimbledon, London/Homeworking
- Icon needed their client documentation moving from Confluence to a fit-for-purpose portal
- I created a new developer documentation portal for their payments technology using the Archbee platform
- Portal included product overviews, architecture overview, developer tutorials and help sections

Senior technical author – API developer portal (Contract)   Nov 21 – Jan 22
Banked, Soho, London/Homeworking
- Banked needed a new API developer portal for a major bank client so they could market Banked's innovative online checkout technology to a range of major online merchants
- I created the developer portal from scratch, including API definitions and step-by-step developer guides using the Archbee platform, migrating Banked's existing API developer documentation from Readme to Archbee

Senior technical author – API developer portal (Contract)   Oct 20 – April 21

10x Future Technologies, Holborn, London

- 10x Future Technologies Services Limited (10x) is a B2B technology company that provides banks with a cloud-native core banking platform
- 10x needed their existing developer portal content overhauling and new end-to-end developer and product journeys for third-party API developers
- I updated the portal using Markdown, HTML, Sourcetree and GitHub

Technical author – API portal and documentation project (Contract)   Nov 19 – May 20

Contis, Skipton, Yorkshire/London/India

- Contis needed a complete overhaul of their API developer portal (for banking, card issuing and card processing)
- Rewrote and edited the existing portal documentation that had been supplied by the developers
- Migrated API documentation from MS Visual Studio platform to WordPress
- Created new use cases and extra documentation for the SDK and implementation of strong customer authentication (SCA) (under PSD2) making payments more secure for cardholders

Technical author – New app suite documentation project (Contract)   Jan 19 – Aug 19

Computershare, Bristol

- Computershare (stock registration and transfer services) required documentation for their new suite of apps to handle the data migration of 16,000 clients and their 75 million customers to a new platform
- I created a new portal and all of the content for the company's developers and analysts – including user guides, use cases, processes and online help

Technical author – API documentation project (Contract)   July 18 – Dec 18

Experian (based in their Runpath Office), Shoreditch, London

- Experian required documentation for their latest APIs – allowing third parties to integrate their new banking and affordability apps
- Working with the architect, developers and in-house business users, I created API guides and use cases, which allowed external third-party developers to use the APIs with very little need for interaction with in-house developers – this freed up developer time to work on the company's own projects

Technical author – SharePoint documentation project (Contract)   July 17 – Jan 18

Deutsche Bank, City of London

- Deutsche Bank required a new 'live' SharePoint documentary repository - combining all the existing legacy documentation sites for all of their working technologies

Technical author – API developer hub project (Contract)   Feb 17 – July 17

B & CE (The People's Pension), Crawley, Sussex

- The People's Pension needed an API developer hub to integrate their pensions offering with third parties such as Sage and Pensionsync
- Created comprehensive documentation to allow external third-party developers to use the APIs with very little need for interaction with in-house SMEs – freeing up their time to work on the company's own apps

Technical author – New documentation platform (Contract)   March 16 – June 2016

Travel Republic (dnata), Kingston, London

- Travel Republic needed user guides and an internal portal for the company's undocumented legacy hotel booking systems and the new travel booking system

Technical author – New documentation platform (Contract)   May 15 – Feb 2016

Moogsoft, Kingston, London

- I was engaged to find a new public-facing platform for the company's product documentation – to serve customers, third-party engineers and internal users
- Upon the selection of Atlassian Confluence, I migrated the complete documentation site from Google Sites to Confluence – improving the look-and-feel and navigation of the documentation
- Created an exhaustive user manual for all future authors and editors using the Confluence platform – including in-house styles, formatting and release processes for software updates

Project lead - Yammer global roll-out (Contract)   May 14 – March 15

William Hill – Gibraltar/London/Leeds (Online and Retail)

- I proposed – and was chosen to lead – William Hill's implementation of Yammer (Microsoft's Enterprise Social Network) – including the eventual worldwide roll-out. It is now the main comms tool for the company's push to become a bottom-up, ideas-driven organisation. It now connects over 3,000 colleagues around the globe – sharing ideas to improve the company
- Sole responsibility for the entire project – including budget, working with third-party suppliers and technical enablers within the company – reporting directly to the MD and Director of Innovation
- Wrote, designed and delivered the Yammer training for William Hill in Gibraltar, UK, Madrid, Milan, Sofia, Tel Aviv and Manila - remotely delivered training modules to Australia
- On completion of the roll-out, I identified and trained my full-time replacement and handed over the Yammer networks as an in-house function

Senior technical author – API developer portal project (Contract)   July 12 – April 14

William Hill Online, Gibraltar

- William Hill Online required a private API developer portal for their major partners and affiliates to build their own apps using Hill's APIs as part of the company's new API strategy
- I wrote all content for the API developer portal – both technical and marketing – using a specialist API delivery portal/CMS
- Up-to-date and exhaustive documentation allowed external third-party developers to use the APIs with very little need for interaction with in-house developers – this freed up developer time to work on the company's own apps
- Acted as frontline support for third-party developers
- Helped recruit and then trained my permanent replacement when the API portal was live

Senior technical author – Data centre disaster recovery project (Contract)   June 10 – August 11

Thames Valley Police/NPIA (National Policing Improvement Agency), TVP HQ, Kidlington, Oxford

- Documented the two major data centres – including servers, racks, systems, power and network cabling and created an exhaustive set of documents and data for their disaster recovery documentation suite
- Worked with project managers, SMEs and existing documentation to gather, organise and present the information
- Shortly after the completion of the work, there was a major power failure at one of the data centres and the documentation was at the heart of the technicians' ability to successfully bring up the servers and systems quickly and without problems

Technical author and senior web editor (Contract)   September 09 – April 10

BG Group, Reading, Berkshire

- Worked on the BG Group's new worldwide web portal roll-out
- Wrote bespoke training manuals and user guides for the users and editors of the new CMS system

EPiServer CMS trainer, technical author and web administrator (Contract)   June 08 – April 09

Reed Exhibitions, Richmond, London and worldwide offices

- When Reed Exhibitions implemented the EPiServer CMS, I was recruited as a specialist to roll out the CMS to their worldwide team of editors and authors
- Worked as the technical and training consultant for the web editing teams in support of 100+ event and industry portal websites for the Reed Exhibition business units
- Wrote user and administration manuals and delivered the training to Reed Exhibitions' worldwide web editors
- Mentored and trained the worldwide team of authors and editors, both remotely and face-to-face, in the production of 100+ websites including: mipworld.com, mipimhorizons.com (part of MIDEM) and pgashow.com
- Worked as front-line support for worldwide team – travelling to Brazil, USA, Paris, Barcelona and Dusseldorf to deliver training and help with website set-ups

Technical author, EPiServer CMS trainer and consultant (Contract)   April 07 – November 07

BSI (British Standards Institution), Chiswick, London

- Worked as the technical consultant on the CMS system (EPiServer) used for the roll-out of BSI's new £2m global website
- Wrote the user and administration manuals and delivering the training to BSI's worldwide web editors