CONNIE NGUYEN

Content Engineer • Documentation Platform Owner • Developer Experience

San Francisco, CA | connie.hh.nguyen@gmail.com | (415) 521-9004 | linkedin.com/in/conniehn

SUMMARY

Senior content engineer and documentation platform owner with 10+ years of experience building docs-as-code systems, developer documentation, and AI-ready knowledge experience for complex software platforms. Combines information architecture, automation, and close Product and Engineering partnership to make documentation accurate, discoverable, self-serviceable, and production ready.

CORE EXPERTISE

Developer Enablement • Developer Experience (DX) • KnowledgeOps • Documentation Automation • Product Development • API/SDK Reference • AI-Native Content Systems • Information Architecture • Docs-as-Code • FedRAMP & DoD Compliance • OpenAPI/Swagger • JavaScript • Python

KEY ACHIEVEMENTS

- **2nd Front —** Built a proprietary documentation platform from the ground up, replacing third-party tooling and cutting software costs by over $10,000/month while improving performance, flexibility, and maintainability.
- **2nd Front —** Designed AI-assisted documentation experiences that improved both human self-service and machine-consumable knowledge retrieval, contributing to a 500% increase in customer adoption — with documentation quality consistently cited by customers as a key differentiator during evaluation and onboarding.
- **2nd Front —** Built an agentic documentation workflow that analyzes commits, drafts documentation and merge requests, verifies deployed-container inclusion, and uses custom agent skills.
- **Snapdocs —** Built the product knowledge base and API documentation platform from scratch, boosting onboarding efficiency and customer satisfaction by 400%.
- **Socure —** Expanded documentation from one to three specialized sites, leading infrastructure upgrades and improving customer journeys from evaluation to production.
- **Telenav —** Redefined the authoring and publishing process for General Motors' Embedded Navigation Document, benefiting millions of vehicles across North America and Europe.

EXPERIENCE

Lead Technical Writer / Documentation Platform Owner — *2nd Front* | *May 2025 – Present | Arlington, VA*

- Own documentation strategy, information architecture, and customer enablement for the Game Warden platform, supporting Commercial, FedRAMP, and DoD deployments.
- Modernized documentation infrastructure and information architecture to support mission-specific government operations, including edge/disconnected workflows and field-deployment guidance.
- Designed and optimized an AI-powered documentation assistant to improve knowledge retrieval, customer support, and documentation discoverability.
- Designed the next-generation documentation platform with native AI search features, including llms.txt, LLMOnly, AI View, RAG Check to optimize documentation structure and content for retrieval-augmented generation (RAG) and Answer Engine Optimization (AEO).
- Plan documentation roadmaps aligned with product releases, partnering closely with Product and Engineering.

Lead Technical Writer — *Socure* | *Oct 2022 – May 2025 | San Francisco, CA*

- Developed API, SDK, and product documentation for Socure's identity verification platform, accelerating developer onboarding and partner integrations.
- Expanded documentation from one to three specialized sites, leading infrastructure upgrades and implementing advanced JavaScript features.

- Led information architecture and customer journey mapping to improve content discoverability and move customers from evaluation to production faster.

Senior Technical Writer — *Snapdocs* | *Jun 2020 – Sep 2022 | San Francisco, CA*

- Built the product knowledge base and API documentation platform from the ground up, enabling customer self-service and accelerating partner integrations.
- Developed in-depth product documentation that optimized onboarding for Operations, Customer Success, and Help Desk teams, boosting efficiency and customer satisfaction by 400%.
- Partnered with Product and Engineering to identify usability issues and keep product workflows, documentation, and user experience consistently aligned.

Documentation Engineer (Part-Time) — *Meld* | *Aug 2021 – Mar 2022 | San Francisco, CA*

- Architected and documented REST APIs from the ground up as part of a 5-person team, enabling the onboarding of the company's first 5 customers.

Technical Publications Manager — *Byton* | *Jun 2017 – Jun 2020 | Santa Clara, CA*

- Led authoring of owner's manuals, service repair manuals, maintenance manuals, and diagnostic knowledge bases.

UX/UI Technical Writer — *Telenav* | *May 2016 – May 2017 | Santa Clara, CA*

- Owned the Form and Behavior documentation for GM's navigation system, serving as the source of truth for product functionality.
- Redefined the authoring and publishing process for General Motors' Embedded Navigation Document, benefiting millions of vehicles across North America and Europe.

PUBLIC WORK

- **Built by One** — Substack on documentation, developer experience, and product thinking.
- **CamelMind** — Open-source AI-native documentation platform featuring MDX authoring, automated publishing, native llms.txt generation, LLMOnly, AI View and RAG Check tools for optimizing documentation for AI search.
- **LocalGig** — Community platform connecting local students with local part-time gig opportunities.

EDUCATION

Bachelor of Professional Communication, RMIT University (Australia)

SKILLS

Documentation & Writing: API Documentation, Product Documentation, Product Development, UX/UI, QA Testing, Docs-as-Product, Developer Experience (DX) & Onboarding, Developer Enablement, Documentation Strategy & Roadmaps, AI-Assisted Documentation, Information Architecture, Self-Service Adoption, Knowledge Retrieval

Domains: SaaS, Fintech, Identity Verification, Cloud Security, FedRAMP, GovCloud, DevOps, K8s, DoD Security Controls & Impact Levels

Documentation Platforms & Tools: Docusaurus, Gatsby, Mintlify, Fern, MkDocs, ReadMe, Redoc.ly, Stoplight, Swagger/OpenAPI, Postman

Programming: Java, JavaScript, Python, HTML, JSON, CSS, YAML, VS Code

Diagramming: Lucid Chart, OmniGraffle, PlantUML

Content Management: Git, GitHub, GitLab

Database: SQL, MySQL

Project Management: Asana, JIRA, Slack, Agile, Scrum, Software Development Lifecycle

Operating Systems: Bash, CLI, macOS Terminal

References available upon request