

# Dennis J. Dufrene

Principal Technical Writer | Documentation Architect | Docs-as-Code Leader

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## Professional Summary

*I turn complex systems into documentation that developers trust and users actually read.*

Principal Technical Writer with 15+ years of experience designing documentation ecosystems for developer platforms, APIs, and enterprise software systems across healthcare, fintech, and energy industries.

Proven track record building Docs-as-Code documentation platforms supporting 100+ contributors and 1,000+ users, creating scalable documentation governance frameworks, and partnering with engineering teams to improve developer experience and product adoption.

Brings Documentation Architect experience spanning API documentation, platform architecture, and documentation lifecycle management in Agile environments.

## Core Skills

- Developer Documentation
- API Documentation
- Developer Platforms
- Integration Guides
- Architecture Documentation
- Developer Experience (DX)
- Docs-as-Code
- Git/GitHub/GitLab
- Markdown/AsciiDoc
- MkDocs
- Pandoc
- Static documentation sites
- Documentation Strategy
- Documentation Architecture
- Documentation Governance
- Documentation Maturity Models
- Information Architecture
- Content Strategy
- Collaboration & Delivery
- Agile/Scrum
- Jira/Confluence
- Cross-functional collaboration with Engineering, Product, QA, and Marketing

## Selected Achievements

- Built a Docs-as-Code documentation platform used by 100+ contributors across 12 product teams, enabling scalable documentation workflows through Git-based publishing.
- Managed and maintained a 300+ document enterprise documentation repository serving 500+ internal and external users.
- Created a documentation maturity model adopted across product teams, helping organizations scale documentation practices and treat content as a long-term product asset.
- Implemented documentation governance, templates, and style standards across enterprise software platforms.

## **Professional Experience**

### **Principal Technical Writer – Platform**

*Optum | 2021 – Present*

- Design and implement a Docs-as-Code documentation platform enabling more than 100 contributors to author and publish content using Git-based workflows.
- Produce developer documentation including API documentation, integration guides, implementation guides, and platform architecture documentation.
- Support a documentation ecosystem used by 1,000+ internal stakeholders across multiple engineering and product teams.
- Develop documentation standards, templates, and style guides adopted across 12 product teams.
- Implement documentation lifecycle management workflows supporting draft, review, and publication phases.
- Analyze documentation usage metrics and customer feedback to guide documentation improvements and training investments.
- Collaborate with engineering, product management, marketing, and customer enablement teams to improve documentation quality and usability.
- Integrate generative AI tools into documentation workflows to accelerate draft generation, assist engineers with documentation creation, and maintain consistency across large documentation repositories.

### **Technical Writer/Scrum Master**

*QBase/Finch Computing | 2019 – 2021*

- Produced technical documentation supporting AWS-based secure development and production environments.
- Created system architecture documentation, SOPs, technical specifications, and user documentation for enterprise software systems.
- Collaborated with developers, QA engineers, and product teams to document platform functionality and workflows.
- Implemented documentation processes for version control, approval workflows, and content publishing.
- Developed a documentation maturity framework used to evaluate and improve documentation practices across projects.

### **Technical Writer III**

*CRIF Lending Solutions (MeridianLink) | 2011 – 2018*

- Managed a 300+ document documentation repository supporting enterprise lending software used by

500+ users.

- Created product documentation including user guides, developer documentation, API documentation, and training materials.
- Collaborated with engineering, QA, and product management teams throughout the software development lifecycle.
- Maintained HTML help systems and documentation resources supporting multiple enterprise platforms.
- Ensured documentation accuracy and consistency through structured review and approval processes.

### **Technical Writer II**

*Molina Medicaid Solutions | 2010 – 2011*

- Developed policies, procedures, and system documentation supporting state and federal healthcare programs.
- Produced technical documentation including disaster recovery plans, program specifications, and training materials.
- Documented business processes and workflows to support operational standardization.
- Maintained internal and external documentation repositories and knowledge bases.

### **Technical Writer**

*RCP | 2008 – 2009*

- Produced regulatory compliance documentation for pipeline and petrochemical clients.
- Created safety manuals, operations documentation, and compliance plans aligned with federal regulations.
- Conducted SME interviews and documentation audits to ensure documentation accuracy and regulatory compliance.

### **Technical Tools**

- Docs-as-Code
- Markdown
- AsciiDoc
- Pandoc
- MkDocs
- Git/GitHub/GitLab

### **Documentation Platforms**

- Readme.com
- Confluence
- SharePoint

### **Generative AI for Documentation**

- ChatGPT
- Claude
- Google Gemini

- Llama
- Used to accelerate documentation workflows, automate repetitive authoring tasks, assist with code explanations, and maintain consistency across large documentation repositories.

#### **Development**

- HTML
- CSS
- Linux

#### **Productivity & Design**

- Jira
- LucidChart
- Draw.io
- Snagit
- Adobe Acrobat
- Photoshop
- Illustrator

#### **Certifications**

- Professional Scrum Master I, Scrum.org

#### **Education**

- Bachelor of Arts – History, Nicholls State University

#### **Portfolio**

- <https://dennisjdufrene.github.io/dennisjdufreneportfolio>