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GitHub: t-j-harrington

Senior technical writer with a background in SaaS, fintech, API documentation, skilled with LLM tooling.

Experienced in bringing structure to ambiguous situations. I use data and research to improve documentation.

Able to self-start and source work independently.

Business proficiency in Japanese.

Employment history

Navro: Lead Technical Writer

13-14 Grafton Mews, London, W1T 5JA

Nov 2024 - Present

As the sole technical writer, I write docs with AI to scale through Series B and beyond.

I maintain the documentation, API reference, contribute to UX/UI microcopy, maintain a changelog, and manage client communications.

I also build useful company tooling with AI based on my broad company knowledge.

Key achievements:

- Refactored the documentation IA to better serve two segments of client: API and Hub.
- Migrated from Readme to Redocly and used Windsurf to help improve styling, build JSX components, and implement typescript to automatically generate parts of the docs.

TrueLayer: Senior Technical Writer

40 Finsbury Square, London, EC2A 1PX

Jul 2022 - Sep 2024

Lead technical writer and mentor role at a fintech startup with a \$1 billion valuation.

I maintained the entirety of TrueLayer's integration documentation and API reference. This included procedures, landing pages, references, UX/UI text, release notes, and microcopy.

Key achievements:

- Several refactors of the documentation IA as the number of pages grew over 3x. This addressed growing product complexity.
- Created new quickstart guides, integration checklists, and REST API client collections. This reduced time to live for clients, boosting revenue.
- Achieved 1st and 2nd place in the two annual hackathons I participated in.

Anaplan: Technical Writer

Anaplan, Floor 15, 338 Euston Road, London, NW1 3BT

Dec 2018 - Jul 2022

Technical writing role in a growing post-IPO \$3 billion SaaS company.

Worked as a semi-embedded writer, attending ceremonies for multiple development teams to gather documentation requirements and provide UI text guidance.

I also supported the translation of Anaplan's technical documentation and UI to Japanese.

Key achievements:

- A complete rework of our calculation function documentation (over 100 pages). This involved creating reusable component-based templates that can be used in the UI.
- An update of our API documentation suite. This included building Postman collections, reviewing existing documentation, and converting specs to API blueprint format.

Freelance work

tjharrington.co.uk

Nov 2014 -
Present

Created a business, completing linguistic projects for enterprise-level clients.

I worked on projects combining Japanese to English translation, technical writing, e-learning, subtitling, copywriting and more.

Managed client communication, outreach, and project delivery.

Significant projects:

- Researched and wrote a 24-module course explaining financial instruments.
- Translated and subtitled over 2 hours of Japanese interviews with Forex traders.
- Produced dozens of scripts for e-learning videos on topics such as GDPR, agile manufacturing, and finance for enterprise clients,

Bupa Global: Document Content Specialist

Victory House, Trafalgar Place, Brighton, BN1 4FY

Aug 2017 -
Dec 2018

Managed Bupa Global's operational content, ensuring regulatory compliance, ease of use through UX design, and adherence to Bupa Global's copy and brand guidelines.

In this role, I oversaw hundreds of business and customer forms, as well as numerous email templates, used across many countries.

Earlier roles available on request

Education

Japanese Studies BA Hons (2:1), Distinction in Translation and Speaking

The University of Manchester, Oxford Road, Manchester, M13 9PL

A and AS levels: English Language, Pure Maths, Law, Media Studies

Chichester College, Westgate Fields, Chichester, PO19 1SB

Continuous learning

UI Design with Figma (2024)

Experience Haus, 3rd Floor,
168 Shoreditch High St, London, E1 6JE

HTML, CSS and JavaScript (2023)

Brighton Metropolitan College, Pelham Street,
Brighton, BN1 4FA

Tools and software

Jira GitHub Insomnia Postman Windsurf VS Code Figma Confluence Kontent.ai
G Suite Readme.io MadCap Flare Smartling Adobe Aegisub OpenAPI Anaplan

Skills and experience

Procedures Landing pages References API specifications UX/UI text
Figma prototypes Analytics Agile Markdown HTML CSS Git Terminal/command line
JavaScript Subtitling Changelogs Release notes Writing for LLMs

References and portfolio available on request