



## PROFILE

## EXPERIENCE

# Brody Klapko

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**Portfolio:** <https://www.brodyklapko.com/>

Prolific writer with 12 years of experience working in dynamic startup environments. Adept at creating engaging content for diverse audiences and technologies under tight deadlines. Played key roles in establishing multiple documentation teams and developing processes that improved clarity, conciseness, and consistency. Cares deeply for fellow teammates, and knows how to collaborate with others to achieve company goals.

### Technical writer Stash

📅 2024 – 2025

- Wrote and organized external developer docs
- Helped publish non-technical docs for potential customers
- Helped respond to RFPs and questions from potential customers
- Wrote non-technical glossary posts
- Used AI daily to improve docs and the docs site
- Helped build and fine-tune an internal GPT
- Implemented documentation linting and URL testing
- Wrote and maintained internal docs
- Integrated docs tooling with Slack to pipe test results into a team channel
- Migrated docs to a Git-based flow, and then assisted with a second migration from ReadMe to Nextra
- Wrote scripts for sales videos and recorded raw audio and video highlighting products and features

### Technical writer Retool

📅 2022 – 2024

- Shipped documentation for new products and features
- Designed and wrote tutorial content
- Wrote and maintained team documentation
- Implemented docs linting
- Tested and improved team processes

### Staff technical writer Stripe

📅 2017 – 2022

- Worked with engineering teams to develop product documentation
- Wrote end-to-end development guides and migration documentation
- Worked as the first dedicated technical writer for multiple product teams
- Built an onboarding site for new users getting started with Stripe
- Helped design and maintain an onboarding session about documentation
- Helped grow the team through interviewing and training new writers
- Implemented local docs linting with Vale

### Senior technical writer Uber

📅 2015 – 2017

- Built documentation from scratch for internal tools
- Lead the documentation effort for a new mobile architecture
- Planned and implemented a complete restructure of an internal wiki
- Played an integral role in growing the team from a single writer to a team of 11
- Built a command verification tool in Python to improve documentation quality
- Designed and taught two internal engineering courses

EXPERIENCE

SKILLS, TOOLS,  
LANGUAGES, AND  
FRAMEWORKS

Product educator  
IGT

📅 2013 – 2015

QA Software Engineer II  
IGT

📅 2011 – 2013

① SKILLS

Technical writing	General writing	Editing
Collaborating	Adapting to change	Project management
Tracking dependencies	Creative problem solving	Team building
Written communication	Verbal communication	Faster learner
Writing AI prompts	Fine-tuning GPTs	

① TOOLS, LANGUAGES, AND FRAMEWORKS

Arcade	Claude	ChatGPT
Cursor	VS Code	Git
GitHub	Retool	Vale
Linear	Vercel	JIRA
Notion	Confluence	Loom
Nextra	Python	SQL
Sphinx	HTML	CSS
Markdown	rST	JavaScript
Next.js		