

# Brody Klapko

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I've been technical writing for the last ~12 years, primarily at startups. I thrive in fast-paced environments, and I have experience writing for a broad set of audiences and technologies. I've been a founding member of multiple documentation teams, and I'm comfortable creating new processes and working within existing frameworks.

Outside of my professional life, the weather and gaming are my primary hobbies. I wrote a [weather related newsletter](#) for a while and I run my own [weather station](#). I also love to read, cook, and hike with our dogs.

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## Experience

2024 - 2025 // Stash // Tech. Writer

- 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

2022 - 2024 // Retool // Tech. Writer

- 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

2017 - 2022 // Stripe // Tech. Writer, Staff Tech. Writer

- 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

## Skills and tools

- Technical writing
- Project management
- Collaborating across teams
- Team building
- Adapting to change
- Written and verbal communication
- Creative problem solving
- Tracking dependencies
- Quick learner
- Writing AI prompts
- Fine-tuning GPTs
- Claude, ChatGPT
- Cursor, VS Code
- Git, GitHub
- Nextra
- Arcade
- Retool
- Vale
- Python
- SQL
- Sphinx
- HTML, CSS, Markdown, rST
- JIRA, Linear, Confluence, Notion

2015 - 2017 // Uber // Tech. Writer, Sr. Tech. Writer

- 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

## **Additional experience**

2013 - 2015 // IGT // Tech. Writer + Project Manager

2011 - 2013 // IGT // QA Software Engineer II