

Christian Arango

Technical Writer · Documentation Engineer · Content Designer

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Medellín, Colombia · Open to work: contractor or employee · Medellín or remote for the US, LATAM, and EU

SUMMARY

Technical writer and documentation engineer with 7+ years in API and developer documentation, trained as a translator (English–French–Spanish). I moved from writing documentation to engineering the system around it: release-triggered API documentation, a Claude Code skill that turns drafts into publish-ready MDX, MCP-connector agents that answer documentation questions in seconds, and reusable components on ReadMe and Mintlify. That work cut support tickets by 45% and raised documentation satisfaction from 56% to 92%. I also bring content design, UX writing, and EN–ES–FR terminology to the product experience.

CORE COMPETENCIES

Content design and UX writing · Web design and front-end build · Documentation pipeline automation · AI-assisted documentation tooling · Documentation platform engineering · API documentation · Docs-as-code · Enablement and adoption

EXPERIENCE

Senior L&D & IT Technical Writer · Recurly

May 2023 — Oct 2026

Medellín · Remote, hybrid

- Evolved the role from writing documentation to engineering the system around it: owned the Subscriptions API, Webhooks, and Recurly.js documentation end to end, including publish/no-publish governance across ReadMe, internal databases, and Jira.
- Partnered with a release engineer to build CLI automation that updates API documentation on every release, removing a recurring manual step from the release cycle.
- Designed and built an internal documentation skill with Claude Code that converts raw drafts into publish-ready MDX, plus MCP-connector AI agents that answer stakeholder and customer questions in seconds, replacing a manual process that took 2–4 hours per response.
- Drove org-wide adoption of the automation: presented it to the entire technology department and to engineering, product, and leadership teams, and wrote SOPs so any team could run it for their own documentation updates.
- Drove a 45% reduction in support ticket volume through an audit of every API endpoint, version, and field against real support feedback, release-triggered automation, and HTML/CSS/JavaScript clarity improvements, including a ReadMe-partnered API playground.
- Led the evaluation, negotiation, and rollout of ReadMe Enterprise, consolidating three products' documentation into one hub and raising user-reported documentation satisfaction from 56% to 92%; built reusable MDX components on ReadMe and Mintlify.

Technical Writing Manager · Lean Tech

2022 — 2024

Medellín

- Managed and mentored a team of four technical writers, introducing Git-based documentation workflows, review processes, and style standards across multiple SaaS products.
- Cut team task-completion time by roughly 80% with LLM-assisted workflows, templates, and consistency standards, letting writers handle several projects in parallel.
- Led the revamp of API documentation that had been outdated for four years, cutting documentation-related support inquiries by 30% and restoring technical accuracy.

Senior Technical Writer · Lean Tech

May — Jul 2022

Medellín

- Authored integration manuals, user guides, and platform documentation under tight release timelines, and a 24-page content guideline that became the base for documentation consistency.

Technical Writer & Content Consultant · Freelance

2018 — Present

Remote

- End-to-end documentation systems for startups and SaaS clients: API documentation, onboarding guides, knowledge bases, and the templates and editorial processes that let them scale.

SELECTED PROJECTS

Recurly documentation design system

Documentation engineering · docs.recurly.com

I built reusable guide components, customized ReadMe's interface, and developed AI-assisted authoring workflows for five product documentation hubs.

Case study: <https://christianarango.com.co/work/recurly-docs/>

Task-based documentation for mobohubb

End-user documentation · mobohubb.readme.io

I organized and wrote task-based help for four apps, with 86 guides and six onboarding paths for administrators, desk staff, and field employees.

Case study: <https://christianarango.com.co/work/mobohubb/>

Priority Commerce SMB documentation system

Multi-product documentation · Priority Commerce · ReadMe

I designed a shared ReadMe authoring system that identifies the product, loads its reference package, and turns rough drafts into review-ready MDX without erasing product-specific decisions.

Case study: <https://christianarango.com.co/work/priority-smb-docs/>

TOOLS AND TECHNOLOGIES

- **AI and agents:** Claude, Claude Code, ChatGPT, Codex, OpenCode, MCP
- **Documentation platforms:** ReadMe, Mintlify, GitBook, Docusaurus, Jekyll
- **Web and frameworks:** Astro, Next.js, Node.js, HTML, CSS, JavaScript
- **Docs-as-code and tracking:** Git, GitHub, Bitbucket, Markdown, MDX, CI/CD, Jira
- **API:** Postman, Swagger · OpenAPI · Redoc
- **Deployment and domains:** Vercel, GoDaddy

EDUCATION AND CREDENTIALS

- **Education:** B.A. in Translation (English–French–Spanish), Universidad de Antioquia, 2017–2022. Terminology management, cross-cultural and technical communication.
- **Languages:** Spanish (native) · English (C1–C2) · French (B2)
- **Certifications:** AI Fluency Framework & Foundations · Introduction to Claude Cowork · Claude 101 · Technical Writing: How to Write Software Documentation (LinkedIn Learning)
- **Honors:** Technology Impact Award, Recurly, presented by the CTO (2025)

References available upon request.

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