

ANA RITA GOMES

Technical Writer | Knowledge Management | API Documentation | Python Automation

anaritacruzgomes@gmail.com · linkedin.com/in/ritagomes1 · Portugal — open to remote UK/US roles

Technical Writer and Knowledge Manager with a software engineering background and an MSc in Artificial Intelligence. I bring nearly a decade of full-stack development experience to documentation work — giving me the technical depth to work directly with engineering teams, read and write code, and build automation tooling around documentation processes. Currently managing a knowledge base of 2,000+ articles across 10+ products, with hands-on experience in REST API integration, Python scripting, and documentation infrastructure at scale.

EXPERIENCE

Technical Writer

Constellation Automotive Group

Mar 2025 – Present · Remote

- Own and maintain a knowledge base of 2,000+ articles across 10+ products in Helpjuice, covering internal and customer-facing documentation
- Built automated release note tooling using Python, Power Automate, and the Azure DevOps and Helpjuice REST APIs — eliminating a manual process that previously took 2+ hours per product across 10 weekly releases
- Designed and delivered a documentation governance framework to address fragmentation across engineering and product teams
- Evaluated Docusaurus as a candidate platform for knowledge base migration and presented a structured assessment to leadership

Technical Content Writer

We Are Volt · Freelance

2024 · 6 months · Remote

- Produced engineering management content for a technical audience, covering software delivery, team leadership, and developer productivity topics

Tech Lead & Full Stack Software Engineer

Forschungszentrum Jülich

Jan 2020 – Jan 2024 · Jülich, Germany

- Designed and built a data processing platform for atmospheric research from the ground up using Python, Django, PostgreSQL, and Docker, automating data ingestion, cleaning, and multi-level processing workflows
- Implemented statistical methods including outlier detection, peak detection, and data drift analysis to ensure data accuracy
- Co-led development of a Federated Data Portal for the European Environmental Research Infrastructures Consortium
- Published an open-source Python statistical library (autom8qc.readthedocs.io); co-authored peer-reviewed papers; presented at EGU Vienna
- Mentored new engineers joining the team

Full Stack Software Engineer

I2S Insurance Knowledge

Apr 2017 – Dec 2019 · Porto, Portugal

- Developed and maintained a life insurance product using Java, Spring Boot, Angular, and REST APIs
- Migrated and refactored a significant portion of the legacy codebase to Java 8
- Owned all software and product documentation in Confluence

Full Stack Software Engineer

PrimeIT

Dec 2015 – Apr 2017 · Porto, Portugal

- Built business logic and frontend for a fraud detection software component using Java, JavaScript, and OracleDB
- Produced all software and process documentation in Confluence

Full Stack Software Engineer

Altice Labs

Nov 2014 – Nov 2015 · Aveiro, Portugal

- Developed and maintained 4 telecoms projects managing CSP lifecycle and tariff configuration using MongoDB, ElasticSearch, Ruby on Rails, and JavaScript

EDUCATION

MSc, Artificial Intelligence University of Leeds	2021 – 2024
Post-Graduate Diploma, Data Science Universidade Atlântica	2019
BSc, Information Technologies Universidade de Aveiro	2011 – 2014

SKILLS

Technical Writing & Docs: API documentation, knowledge base management, documentation governance, information architecture, release notes, user guides, Helpjuice, Docusaurus, Confluence

Automation & Development: Python, Pandas, Power Automate, REST APIs, Azure DevOps, Git, HTML, SQL, Docker

Domains: Developer tools, SaaS, automotive technology, atmospheric research, insurance, telecommunications

Languages: Portuguese (native), English (proficient), Spanish (native), German (intermediate)