

ALLISSA BALINT

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Senior Content Engineer with 7+ years in technical communication, focused on AI-augmented documentation systems, cross-platform content migrations, and information architecture for developer products. I've shipped docs for interfaces, APIs (REST and GraphQL), CAD software, and hardware, and I've contributed as a developer by building tooling, mobile apps, and websites alongside my documentation work.

SKILLS

Documentation: API docs (REST, GraphQL), Docs-as-Code, content migration, UX writing, content strategy, information architecture

Editorial framework: Diataxis (tutorial, how-to, reference, concepts) and DITA

Tools and Platforms: Contentful, MadCap Flare, Redocly, Knowledge Owl, Git, GCP, Jira, Azure, Confluence

Languages: JavaScript/Node.js, Python, HTML/CSS, Markdown, JSON, Java, Swift, C++

Other: RegEx, Firebase, SendGrid, Agile, Claude AI agents and skills

EXPERIENCE

Senior Content Engineer

April 2026 to Present

Liquibase

- Designed and built the AI-augmented editorial workflow end to end, including Claude agents and skills that draft API reference and conceptual documentation, shared editorial standards, and prompt tuning to keep output consistent with the team's voice.
- Own the React documentation site end to end, covering content, search, structural changes, and ongoing IA improvements.
- Continued Node.js tooling against the Contentful API for bulk content operations and content-model automation.

Technical Writer

May 2025 to April 2026

Liquibase

- Led the documentation restructure during the platform migration from MadCap Flare to Contentful, updating existing content for the new information architecture.
- Built Node.js tooling against the Contentful API to export data and execute bulk content changes at scale.
- Integrated AI into the editorial workflow by building the first Claude agents and skills that draft docs, writing usage guidelines, and tuning prompts for editorial consistency.
- Maintained the docs site end to end, covering content, search, structural changes, and ongoing IA improvements.

Utility Rate Database Intern

April 2024 to April 2025

National Renewable Energy Laboratory (NREL)

- Researched and maintained utility rate data across all 50 states by sourcing information directly from energy company documentation, enabling accurate cost estimates for users in any U.S. region.

- Wrote a Python script to calculate percentage-based adjustments on energy rates, automating a previously manual process.
- Updated the Utility Rate API documentation in a Docs-as-Code workflow.

Technical Writer, Developer Relations

July 2022 to March 2023

Google

- Led an information architecture overhaul of the Business Messages developer site. Redesigned the top navigation into a full multi-category menu modeled on the Google Cloud pattern, ran stakeholder interviews to build cross-team buy-in, and made code commits into the monorepo within Google's strict site guidelines.
- Built conversational agents in Python on Google Cloud Platform with Datastore, deployed on the live product site to demonstrate functionality to developers.
- Wrote scripts for product commercials and served as a technical face of the product during customer webinars, answering questions live.
- Authored feature documentation, a video script, and a quickstart edit that added internal notes, prerequisites, and full workflow tests.
- Defined new standards for error code documentation and coordinated deprecation plans for two legacy developer products.
- Completed Google's month-long onboarding as part of a group project that shipped a Chrome extension for animated emoji in Google Chat.

Technical Writer

April 2022 to June 2022

Amazon (via Aston Carter)

- Documented internal web-based tools used by support and operations teams.
- Worked closely with UX, engineering, and support to align documentation with system behavior and business needs.

Technical Writer

February 2021 to April 2022

Wowza Media Systems

- Wrote conceptual, task, and reference documentation for all three Wowza products, collaborating with internal teams and external contractors.
- Created and maintained REST and GraphQL API documentation using Redocly and GitHub.
- Migrated API documentation from Knowledge Owl to Redocly, using RegEx to transform content during the move and rebuilding the layout for the new interface.
- Developed jQuery scripts to enhance the knowledge base with an improved automatic table of contents, embedded tabs, and modal image zoom, then deployed them across the site.
- Built a Node.js site to stage articles for internal and contractor review without requiring login.
- Built small React and Node demo sites and made jQuery, CSS, and HTML updates across various properties.
- Collaborated with the team to establish company-wide writing standards.

Technical Writer

February 2018 to February 2021

M.E.P. CAD

- Wrote and maintained product documentation for four products and managed one additional writer.
- Wrote and published the full documentation library for the AutoSPRINK FAB product from scratch.
- Migrated 3,000+ files from Adobe RoboHelp into a custom, headless Docs-as-Code environment using RegEx to translate HTML to JSON.

- Designed and implemented a custom single-sourcing system based on DITA concepts, integrated with multiple delivery platforms.
- Built and deployed three mobile apps for Android (Java) and iOS (Swift) with Firebase login and live content updates.
- Developed an in-program news pane using Bootstrap, embedded in C++ applications via webview.
- Integrated SendGrid with Firebase to automate emails and created reusable HTML templates.
- Built style standards and led internal training on writing and onboarding materials.

EDUCATION

BA, Computer Science - CU Denver (3.5 GPA)	June 2021 to May 2024
MFA, Creative Writing - Regis University (4.0 GPA)	August 2017 to May 2019
BA, Creative Writing - Arkansas Tech University (3.7 GPA)	August 2010 to May 2014
BA, Speech-Theater - Arkansas Tech University (3.7 GPA)	August 2010 to May 2014