Rhys Vaughan

Technical Writer | Documentation Engineer

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Technical writer and documentation engineer with five years in software documentation. At Apteco I run the public help site on my own: the writing, the information architecture, and the docs-as-code tooling behind it, including a 950-page migration from MadCap Flare in 2026.

Experience

11/2022 – present
Warwick, UK

Technical Writer, *Apteco*

- Sole technical writer since January 2026 for the Apteco Help Hub: documentation for four products in a marketing data platform, plus admin guides, release notes and technical updates
- Decided on, planned and ran the migration of about 950 pages from six MadCap Flare projects to one docs-as-code site (Markdown, Git, Zensical), launched August 2026; publishing time cut from 7–8 minutes to about one
- Built the docs quality system: house style guide, Vale prose linting with 16 custom rules, markdownlint, checks on every edit, and an AI review agent before each pull request
- Moved docs work tracking from Notion into Azure DevOps, alongside the development and product teams
- Introduced traffic analytics, search tracking and on-page feedback, with a monthly report used to prioritise work
- Write release notes for every two-week release, plus patch notes and security advisories
- Built AI-assisted workflows with Claude Code (custom skills, hooks, review sub-agents) and set up the help site for AI readers (llms.txt and Markdown copies of every page)
- Responsible for integration documentation for 20+ enterprise marketing channels and CRM platforms

12/2021 – 11/2022
Prague, Czechia

Technical Writer, *Make (by Celonis)*

- Wrote and maintained help documentation for a no-code automation platform in Paligo (structured, component-based XML authoring)
- Migrated 1,000+ help topics into Paligo
- Oversaw content strategy for a new platform launch, including style guide development and a help centre restructure
- Improved feedback resolution time by 55% by implementing a Jira tracking system

Tabella s.r.o.

08/2021 – 12/2021
Prague, Czechia

Senior Copywriter

- Led the company's brand consistency project and reviewed junior copywriters' work

08/2020 – 08/2021
Prague, Czechia

Copywriter

11/2019 – 08/2020
Prague, Czechia

QA Specialist

Education

2010 – 2013
Oxford

Bachelor of Science (Hons) Degree in Anthropology, *Oxford Brookes University*

Skills & Tools

Documentation

- Task, concept and reference docs
- Release notes
- Information architecture
- Content audits
- Style guides
- Writing for AI readers

Quality and automation

- Vale
- markdownlint
- Python
- HTML
- CSS
- JavaScript

Planning and analytics

- Azure DevOps
- GitHub
- Jira
- Notion
- Google Analytics
- Search Console

Docs-as-code

- Markdown
- Git
- Zensical
- Pull request reviews
- Netlify
- GitHub Actions

AI

- Claude Code
  - Skills
  - Hooks
  - Sub-agents

Earlier

- MadCap Flare
- Paligo
- Confluence