

Ruslan Kotowski

Senior Technical Writer & Docs Engineer

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Senior Technical Writer with 13 years in software documentation: API references, developer portals, and the systems that publish them. At **Miro**, I lead the Help Center's move to docs-as-code. Nearly 1,000 articles are now written in Git, checked and published by a pipeline I built, and readable by AI agents as well as people. Based in Amsterdam, open to remote work.

Experience

Senior Technical Writer Miro

Nov 2023 – Present

I lead the Help Center's move to docs-as-code: I pitched it and own it, and I built most of the tooling with AI coding agents. It's my second complete docs-as-code migration, after WorkFusion.

- Moved nearly 1,000 English articles out of Zendesk's editor and into Git.
- Built the pipeline in Python and GitHub Actions. It covers publishing (hierarchy, ordering, audience permissions, HTML cleanup) and a round-trip check that nothing is lost between Markdown and HTML.
- Wrote the AI tooling for the writing team: 8 reusable agent skills (scaffold, move and retire articles; formatting and pre-publish checks) and a shared AGENTS.md, so Claude Code, Cursor and Codex all follow the same authoring rules.
- Wrote the authoring standard and a Git guide for writers, and review most contributors' pull requests (56 of 78 so far). Engineers now open doc fixes as PRs too.
- Added checks to every pull request: front matter, links, Vale style rules, spelling, and audience gating. That's 20+ CI workflows and 100+ test files.
- Made the Help Center readable for AI agents with llms.txt and per-area Markdown bundles built from the same source.
- Linked every article to the engineering team that owns its feature in the service catalog, so outdated docs have a named owner.
- Led the redesign of the Help Center's Zendesk Guide theme, live since October 2026: full navigation, 🔍 search, dark mode and a Copy page menu for AI tools.
- Wrote API documentation and developer onboarding guides for the Miro Developer Platform with 15+ engineering teams.

Technical Writer Adyen

Aug 2020 – Oct 2023

Wrote and maintained developer documentation for Adyen's payment products: API references for 200+ endpoints, authentication flows, and integration guides. Worked with product teams to keep the docs in step with releases.

Technical Writer WorkFusion

May 2018 – Apr 2020

Owned documentation for WorkFusion's AI and automation platforms. Led the move to docs-as-code and migrated 500+ articles into Git-based workflows.

Technical Writer Wargaming.net

Sep 2015 – May 2018

Wrote technical documentation for Wargaming's games and platforms, used by 100+ developers, managers, and third-party publishers. Set up content delivery for external developer partners across 12 markets.

Technical Writer / Business Analyst

May 2013 – Sep 2015

Documented game platforms and digital stores. Coordinated localization across 8 markets and wrote content for global game launches.

Selected work

Moving a 1,000-article Help Center to docs-as-code

How I moved Miro's Help Center out of Zendesk's editor and into Git, and switched publishing over without readers noticing.

Redesigning the Miro Help Center

How I rebuilt the Help Center's Zendesk theme so readers find answers faster, in their own language, and can hand any article to an AI assistant.

Skills

Documentation

- API references and guides
- Content standards and PR review
- Information architecture
- Localization workflows

AI and web

- Agent skills and prompts (Claude Code, Cursor)
- llms.txt and AI-readable docs
- JavaScript code samples, HTML/CSS
- REST APIs

Docs-as-code

- Markdown, Git and GitHub
- GitHub Actions CI/CD
- Vale, Docusaurus, Zendesk Guide
- Python automation