

Adam Pugh

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Portfolio: <https://adamthepugh.com/>

GitHub: <https://github.com/DocAdam/>

Senior Documentation Engineer | Technical Writing & Documentation Operations

I bring more than 20 years of technical writing and documentation experience, including 13 years of direct people management. My work spans product documentation, documentation operations, governance, knowledge systems, analytics, and source-derived documentation, with current experience partnering with Product and Engineering through validation and release. I also use AI-assisted development to improve documentation workflows and maintain public docs-as-code projects with Docusaurus, GitHub, Markdown, and GitHub Actions.

Meta — Senior Documentation Engineer

July 2023–Present

- Lead documentation operations for internal Recruiting platforms supporting the hiring lifecycle from sourcing through onboarding.
- Proactively monitor roadmaps and PRDs, partner with Product and Engineering, validate implemented behavior before release, and deliver product documentation and release support.
- Supported 20 user-facing feature launches through May 2026 while reorganizing and standardizing 139+ high-traffic documentation pages for usability, consistency, and maintainability.
- Built a 234-page content governance and freshness tracking system to identify stale content, improve documentation health, and prioritize maintenance at scale.
- Document source-defined business rules and routing logic by reconciling implementation, testing, requirements, and Engineering discussions into clear inputs, outputs, decision rules, and supported edge cases.
- Designed and built 10 internal documentation and workflow tools using AI-assisted development, supported by 750+ automated tests and validated against real documentation processes.

Meta — Documentation Engineering Manager

March 2022–June 2023

- Led 4 Documentation Engineers supporting 100+ Enterprise Engineering products.
- Built centralized SharePoint tracking for 400+ products to improve documentation visibility and reporting.
- Personally created 7 automated Tableau dashboards that improved documentation reporting and reduced accomplishment reporting from multiple hours to less than 2 minutes per entry.
- Led 101 content migrations for product documentation across 7 Team Groups, reducing migrated page volume by 59%, from 1,157 pages to 469 pages.

Jack Henry & Associates — Senior Manager of Technical Writing

2021–2022

- Led a 16-person documentation organization of 15 writers plus 1 manager, including indirect reports through the manager.
- Supported technical documentation for 46 banking and financial-technology products in partnership with Product, Engineering, QA, Support, and documentation stakeholders.
- Led API and SDK documentation review, publishing, release workflows, and delivery oversight for work produced by technical writers.
- Oversaw structured-authoring workflows using oXygen XML Editor, XML/DITA, and GitHub-based monthly deployment for Online Help, PDFs, and related product documentation.

Jack Henry & Associates — Manager of Technical Writing

2010–2021

- Inherited an established team, assessed people and production processes, improved the operating model, and built and scaled the technical writing team to 14 employees.
- Led hiring, onboarding, mentoring, performance management, and intern-program growth, expanding to two six-month cohorts of 2 interns each and converting high performers to full-time employees.
- Created four writing teams with designated leads, cross-training expectations, and succession coverage to strengthen quality and cross-product knowledge.
- Delivered 45+ product-onboarding workshops and acquired documentation work from 30+ product groups.
- Built documentation analytics with Tableau and SharePoint and streamlined reporting workflows for a department of approximately 45 people.
- Served as product owner for a rewritten Documentation Action Request system that handled 2,714 cases after its 2016 rollout.

Jack Henry & Associates — Technical Writer, Advanced

2007–2010

- Produced release notes, software enhancement documentation, software update documentation, and product documentation in partnership with Agile product-development teams.
- Advanced DITA/XML structured authoring and reusable-content practices.
- Maintained annual update responsibility for an approximately 5,000-page documentation set, with personal contributions within the set.
- Served as primary author of a General Ledger enhancement guide covering Sarbanes-Oxley field-level security changes.

Jack Henry & Associates — Technical Writer

2005–2007

- Wrote core banking software documentation for financial-institution products.
- Used RoboHelp while supporting the transition toward DITA/XML structured authoring.
- Planned and led migration of more than 6,000 bank reports to XML while contributing hands-on to the migration.

Education

University of Arizona

Bachelor of Arts in Journalism, Minor in Communications