Iwona DeSouza

Senior Technical Writer | AI Documentation, API Documentation and Developer Content

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Professional Summary

Senior Technical Writer with 5+ years of experience documenting AI agents, GraphQL and REST APIs, and enterprise software for developers. At Boomi I own the documentation for Agent Control Tower, Agent Studio, Agent Garden and Cloud API Management. Before that, at Hewlett Packard Enterprise, I was the lead API writer for iLO Redfish and led its migration from Slate to Redocly. I specialise in API documentation, information architecture, docs-as-code workflows and AI-assisted content operations, with a growing focus on UX writing and AI documentation strategy.

Core Skills

- **Documentation:** API documentation, developer documentation, user guides, release notes, online help, support matrices, documentation plans, conceptual and task-based topics, developer blogs, video scripts, UX writing, microcopy
- **APIs and data:** GraphQL, REST APIs, OpenAPI specification, Redfish, API reference, Postman, Snowflake integrations
- **AI and automation:** AI agents, agentic AI, generative AI, LLMs, prompt engineering, MCP (Model Context Protocol), llm.txt, Claude skills, AI-assisted content workflows
- **Content strategy and information architecture:** information architecture, content strategy, content management, table of contents restructuring, content audits, link health, style guides, Vale, structured templates
- **Tools:** oXygen XML Editor, Tridion Docs, XML, Markdown, HTML, CSS, Git, GitHub, Bitbucket, Sourcetree, Redocly, Slate, JIRA, Figma, Pendo, Guidde, MS Office, PowerPoint
- **Collaboration:** Product and Engineering liaison, subject matter expert (SME) interviews, peer review, mentoring, cross-functional launches, sprint planning

Key Achievements

- **100% on-time delivery** across 15+ new features and 7 monthly and off-cycle releases in FY26, continuing through FY27
- **2 major product launches:** full documentation suites for Agent Studio and Agent Control Tower (ACT) general availability
- **500+ to 0 broken links:** cleared the help site backlog
- **6 developer blogs** published after building the dev blog programme from scratch, then mentored 2 writers on the workflow
- **3 information architecture restructures** across ACT, Cloud API Management and GraphQL documentation
- **5 Claude skills** built or co-built for the content team

- **30% less documentation time** at HPE through structured templates
- **90% positive improvement in user experience** after migrating iLO Redfish API docs from Slate to Redocly

Professional Experience

Senior Technical Writer, AI | Boomi

Aug 2024 – Present

- Own documentation for AI Agents, Agent Control Tower, Agent Studio, Agent Garden, GraphQL and AgentStudio APIs, and Cloud API Management
- Wrote the first 24-page draft of the AI Agents documentation, defined the end-to-end process of building an agent, and joined the early Agent Registry meetings that became Agent Control Tower
- Authored and launched the full documentation suites for Agent Studio and Agent Control Tower through early access and general availability
- Documented provider integrations (AWS Bedrock, Salesforce, Copilot, Boomi Answers, Claude as a native provider), audit logs, anomaly detection, auto-cataloguing, multi-region support, the MCP registry and runtime metrics
- Wrote GraphQL API documentation manually while automation was pending, migrated it to the developer docs site, and completed the GraphQL schema file
- Authored the GraphQL API Guide, AgentStudio and Agent Garden API documentation, and use cases such as multi-unit deployment and cross-account agent migration
- Published a Snowflake query agent example after working through Snowflake permission hurdles and OpenAPI schema bugs; peer review: "great work"
- Reorganised the tables of contents for ACT, Cloud API Management and GraphQL docs, reducing content silos and improving scalability for future releases
- Restructured ACT docs for a major Custom Provider update and flagged four open UI-string questions early, leading to a confirmed product rename
- Contributed to the Dev Docs site launch, from design feedback to customer communication
- Owned the developer blog initiative end to end: strategy, naming, guidelines, templates, content calendar and contributor pipeline; co-published the "Introducing AgentStudio APIs" post with Product Marketing
- Produced technical videos (Jumpstart, AI Catalog), refreshed the Guidde video library, and delivered an eLearning course on External Agents in Agent Control Tower with Learning and Development
- Acted as a liaison between Product Owners and Engineering during quarterly planning and reviewed GraphQL pull requests from engineers
- Moved into UX writing: Figma copy reviews (CAM policy templates, Common Runtime, Agent Step, dashboards), Pendo guide copy, and a talk on moving from technical writing into UX writing
- Built or co-built Claude skills for documentation pain-point analysis, competitive and trends research, Boomi AI voice and tone, and video scripting; built agents to test llm.txt behaviour and an LLM-based agent end to end

Technical Writer | Hewlett Packard Enterprise

2021 – 2024

- Lead API writer for the iLO Redfish API documentation; spearheaded its migration from the Slate platform to Redocly, with a 90% positive improvement in user experience
- Reduced average documentation time by 30% across multiple compute software products by introducing structured templates
- Created 80% of the documentation plans for deliverables including release notes, user guides and online help
- Collaborated with 18+ subject matter experts to understand product operations and best practices
- Mentored contract writers and handed a project over with a concrete documentation plan, clearing 7 years of information gaps in 6 months
- Strategised documentation plans and worked primarily in Git and GitHub

Internal Communication Lead | Hewlett Packard Enterprise

2021 – 2023

- Coordinated team meetings and built PowerPoint presentations to support clear communication and productive discussions
- Worked with cross-functional teams to organise and host conferences

Education

- **Master of Arts, Advertising and Corporate Communication**, Christ (Deemed to be University)
- **Bachelor of Arts, History**, Dhempe College of Arts and Science

Publications

- Scopus-indexed research paper, presented in Belgium
- Author of a historical travelogue on Egypt

Professional Development

Intro to Prompt Engineering, Postman course, Intro to Content Design, Claude Cowork course, Boomi Companion training, and a 10-hour UX writing course in progress.

Recommendations

> *"A trusted and reliable partner: collaborative, responsive, and easy to work with, and teams really value your judgment and follow-through." — Performance review, FY26*
>
> *"She takes initiative by focusing not on the project at hand, but the possibilities for future efforts as well." — Peer feedback, FY25*
>
> *"A meaningful impact not just on the docs, but on how teams work together and how our users experience the product." — Performance review, FY26*