

Mark L. Bartolome

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SUMMARY

Staff-level technical writer, developer content builder, and documentation leader with 7+ years producing developer guides, tutorials, and API references for AI/ML and cloud platforms (Snowflake, AWS). Shipped the Snowflake Python APIs docs across private preview and GA, architected an automated test framework for in-doc code samples, and authored the AWS QLDB Developer Guide (~21K monthly visits). Former software engineer (Java/Python/C++) who still reads and writes the code behind the content — and edits everything that ships.

TECHNICAL SKILLS

Languages (ordered by proficiency):

Dev: SQL, Java, Python (pandas, pytest, Jinja), C/C++, C#, JavaScript, TypeScript, Scala, Go, UNIX (bash, zsh)

Docs-as-code: Markdown, RST, Sphinx, XML (ZonBook/DocBook), OpenAPI, Swagger, Jupyter Notebooks

Docs tooling & pipelines: Code-generated API reference, automated code-sample test frameworks, Git-based content workflows, Sphinx and Swagger builds, linters and style checkers

Dev tools & frameworks: Node.js, .NET, Docker, Git, REST, JDBC/ODBC, Cron, Gradle, Maven

Platforms: Snowflake, AWS (various services), Postgres, Elastic, Spark

AI tools (daily use): Claude Code, Cursor Agent, MCP servers, VS Code + Copilot, Glean, Gemini, ChatGPT, NotebookLM

Concepts and design patterns: Cloud computing, fully managed and serverless databases, distributed systems, service oriented architecture, extract transform and load (ETL), network development, agile methodology

RELEVANT EXPERIENCE

Snowflake | Bellevue, WA

May 2023 - Present

Staff Technical Writer (Manager, Technical Documentation since March 2024)

- Designed and developed docs for the native **Snowflake Python APIs** package across private preview, public preview, and general availability (GA): [Developer Guide](#), [API Reference](#), [Getting Started Tutorials](#)
- Architected and built an **automated test framework for code samples** used in the docs, in partnership with product engineers — every example is executed against the current build before it ships, keeping reference content continuously verified against the live API.
- Built and maintain a **Python + Sphinx pipeline** that generates API reference pages and release notes from source code on every [API version release](#), coordinated with Product and Engineering stakeholders.
- Authored end-to-end [developer tutorials](#) for the [Snowflake Native App Framework](#) public preview release — walkthrough, code samples, and conceptual overview.
- Lead **content audits and re-architecture** initiatives as Snowflake's Developer and AI/ML surface (Snowpark, Python/REST APIs, CLI, Cortex AI, Cortex Code, Snowflake Intelligence, Snowflake ML) evolves:
 - Collaborated cross-functionally (Product, Engineering, Marketing, Legal) to rearchitect the [Developer landing page](#) into a more task-based, user-story driven information architecture design.
 - Partnered with doc platform engineers and UX designers to autogenerate cross-links between API references and their corresponding SQL references, **increasing API reference page views ~30% MoM**.
- Drive team adoption of **AI-native authoring workflows** (Cursor, MCP servers, Claude Code, GitHub Copilot, Glean, Gemini) for drafting, refactoring, and reviewing reference content, to increase team efficiency and velocity.
- Act as senior editor on team content — reviewing tutorials, API references, and release notes for technical accuracy, voice, and developer usability; manage the deployment of [Behavior Change Release \(BCR\)](#) announcements throughout their release lifecycle.

- As a manager (since 2024), recruit, onboard, and train technical writers for the Developer and AI/ML feature areas; conduct quarterly performance reviews for a team of 6 technical writers, including calibrations up to senior/staff level, bonus planning, and Annual Market Reviews (AMR) for base compensation and RSU grants.

Amazon Web Services | Seattle, WA

Oct 2018 - May 2023

Senior Programmer Writer (previously Programmer Writer); Manager, Technical Documentation (Oct 2021 - May 2023)

- Planned, designed, and developed several iterations of the technical content for [Amazon Quantum Ledger Database \(Amazon QLDB\)](#) across private preview, public preview, and GA:
 - [Developer Guide](#) with code examples for Java, .NET (C#), Go, Node.js (JavaScript and TypeScript), and Python. Averaged **~21,000 page visits and ~18,000 unique visitors monthly**.
 - **API References** across all supported [AWS SDKs](#), the [AWS CLI](#), and [AWS CloudFormation](#).
 - **AWS Management Console** UI, UX, and help panel text; error messages in service responses.
- Designed and created hands-on **code lab curriculum** and co-taught **QLDB workshops at AWS re:Invent 2019** alongside Solutions Architects; received positive feedback with **CSAT 4.2/5** across sessions.
- Drove documentation planning with all cross-functional stakeholders on the QLDB service team, applying AWS Docs style standards to continuously raise the bar on content quality.
- As a manager (2021–2023), owned the public technical content for [Amazon Managed Blockchain](#) and [Amazon FinSpace](#) — edited and reviewed all content shipped by both writing teams against AWS style standards; recruited, onboarded, and coached the writers producing it.
- Collaborated with other AWS Docs managers to prioritize and implement organizational goals and initiatives.

Goldman Sachs | Compliance Technology | Jersey City, NJ

2016 - 2018

Senior Software Engineer (Vice President)

- Technical lead for the Anti-Money Laundering (AML) team; designed and built a Federal Reserve–mandated web application consolidating client profile information for the AML Compliance desk.
- Built the ETL data pipeline (Java/Spring/RabbitMQ) and lightweight AngularJS UI backed by Java Dropwizard services over an Elastic index; ran Spark/SQL analytics against big data for ad hoc investigations.
- Wrote, edited, and maintained developer documentation on Confluence covering system components, APIs, best practices, and support runbooks.

Goldman Sachs | Interest Rate Products Technology | New York, NY

Prior to 2016

Senior Analyst/Developer (Vice President); previously Analyst/Developer, Summer Intern

- Lead developer on the global Short-Term Interest Rates trading desk platform; designed and built several Java/.NET/SecDb components replacing a legacy C/C++/Sybase trading platform.
- Published release notes to business users and documented internal developer support procedures.
- Managed SDLC sprint planning across the global tech team and business stakeholders.
- Interacted regularly with cross-functional, internal stakeholders and external clients to gather requirements, process feedback, and follow through on production support incidents and requests.

EDUCATION

New York University: College of Arts and Science | New York, NY

B.S. in Computer Science, Minor in Economics

- **Relevant Courses:** Assembly, Operating Systems, Basic Algorithms, Object Oriented Programming (Java), UNIX Tools, Network Programming, Multimedia, Macroeconomics, Microeconomics, Statistics, Money & Banking
- **Honors:** Graduated Cum Laude, Dean's Honor List, College of Arts and Science Scholarship, Wall Street Technology Associate (WSTA) Scholarship