

Sarah Schneider

I'm a documentation engineer and writer with 15+ years of experience building content systems, authoring tools, and automations. My focus is scaling platforms while keeping them simple: prioritizing end users, supporting contributors, and giving technical teams a frictionless developer experience.

EXPERIENCE

GitHub, Inc.

Staff Content Systems Developer

2025 – Present

- Build core content infrastructure powering docs.github.com and github.blog, scaling systems to serve millions of daily active users.
- Create [AI-driven content pipelines](#) to synchronize reference documentation from unstructured sources in external repositories.
- Design an extensible, contributor-friendly system for [generating docs from structured data](#).
- [Automate Enterprise release notes generation](#), reducing time-to-publish from 8 weeks to 1 week.
- Lead GitHub's AI docs strategy, focusing on [llms.txt integration](#), [end user AI functionality](#), and structured content architecture optimized for agents.
- Evolve GitHub's AI content automation from an early [custom CLI harness](#) to modern, scalable GitHub Actions and Agentic Workflows.
- Built and now maintain the system behind [dynamic prompts on Docs](#).
- Lead the platform-wide adoption of the Diátaxis framework, pitching the idea and [building tools](#) to migrate and enforce content standards.
- Lead a team of writers and developers, setting team strategy and providing mentorship.

GitHub, Inc.

Senior Product Manager, GitHub Docs Platform

2022 – 2025

- Laid the product foundation and initial technical framework for [AI search on GitHub Docs](#), augmenting static keyword lookup with an interactive AI discovery engine.
- Designed the [GitHub Docs content linter](#), an automated validation engine that runs ~50 structural rules against 6,000+ internal and open source contributions annually, catching style, formatting, and accessibility errors before manual review.
- Owned the [modernization](#) of GitHub's REST API docs, improving the developer experience for an essential integration resource.

TECHNICAL SKILLS

NodeJS, TypeScript, React

Unix, Python, Ruby scripting

Git, GitHub, CI/CD workflows

OpenAPI, GraphQL

Markdown, MDX, AsciiDoc

XML, XSLT

CSS, HTML

CORE AREAS

Docs-as-Code systems

AI context & LLM harnesses

CLI tool building

Content operations & strategy

Structured content architecture

Developer & writer experience

Diátaxis framework

Stripe, Inc.

Full Stack Software Engineer, Stripe Docs

2021 – 2022

- Created internal tooling around the newly launched [Markdoc](#) authoring system to streamline developer and writer workflows.
- Maintained the Node.js and Ruby backend powering Stripe Docs, ensuring high availability while automating continuous integration tasks like document validation and localization pipelines.

GitHub, Inc.

Senior Software Engineer, GitHub Docs

2019 – 2021 (*promoted from Software Engineer*)

- Led the technical migration [consolidating GitHub's developer and help sites](#), optimizing for both end user usability and contributor workflows.
- Owned deployments, CI/CD, localization, and data pipelines for REST via [OpenAPI](#) and GraphQL APIs using [custom transformations](#).
- Developed [custom Actions](#) and content ops solutions, such as an early access feature flag solution for [open source docs](#).

GitHub, Inc.

Technical Writer, GitHub Developer Docs

2016 – 2019

- Led a team of writers documenting [REST](#), [GraphQL](#), and [GitHub Apps](#), and built CLI tools and automations to streamline team workflows.
- Developed a user-facing feature to open GraphQL code examples inside an interactive testing playground with a single click.

O'Reilly Media, Inc.

Publishing Technology Engineer

2009 – 2015

- Built an open source [AsciiDoc-to-HTML pipeline](#) for the Atlas authoring platform using Python and Ruby.
- Created and maintained digital print/ebook production systems using DocBook, ePub, XML, and XSLT.

EDUCATION

Boston University

B.A. in English Literature

Summa Cum Laude

Won college prize for excellence in English