

Dean Hicks

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Summary

I'm a Technical Solutions expert and Developer Advocate with 12+ years bridging engineering teams and the developers who build on their products. I've driven large-scale API migrations, owned high-severity support escalations, and collaborated on critical product roadmap decisions at Google. I'm a daily power user of AI coding agents, building and running automation pipelines with Claude Code. In my next role, I'm looking to leverage my keen sense for process improvement to own the loop between developer experience, product quality, and enterprise adoption.

Experience

Google

Developer Relations Engineer, Looker

MAY 2022 - JULY 2025

- Created documentation, tutorials, sample code, and production-quality demos for Looker's developer platform, publishing technical content that helped developers adopt new APIs and workflows
- Maintained Looker's open-source GitHub org — 300+ repositories, including sdk-codegen and the embed SDK — reviewing issue reports, community contributions, and dependency changes, and building prototypes that developers used as starting points for their own projects
- Partnered with Product and Engineering during feature launches to ensure developer-facing documentation and educational materials shipped alongside new capabilities
- Synthesized developer feedback from support channels, community forums, and direct conversations to identify content gaps and influence product roadmap priorities
- Delivered live technical training in the form of hands-on workshops, webinars, and office hours, turning complex platform changes into building blocks for enterprise developer teams

Google

Technical Solutions Engineer II & Product Engagement Lead, Looker

MARCH 2020 - MAY 2022

- Guided enterprise customers through Looker implementation, creating technical enablement content including setup guides, best practices documentation, and troubleshooting resources
- Identified patterns in developer questions and support cases, then turned recurring issues into documentation and knowledge base articles that reduced future contact volume
- Led cross-functional initiatives to improve developer-facing tooling and documentation across global support and engineering teams
- Assessed developer impact of new features before launch, writing internal technical briefs and external-facing release guidance
- Owned P0 escalations end-to-end as part of an on-call rotation — API debugging, SSO/SAML/OAuth authentication issues, and enterprise environment troubleshooting — partnering with engineering through resolution

Looker (*acquired by Google in March 2020*)

Data Analyst, Customer Support

AUGUST 2019 - MARCH 2020

- Provided world-class support to all customers as a member of the first cohort of NYC hires for Looker's industry-leading Department of Customer Love (DCL), mentoring new hires on the rapidly growing team
- Managed the full case lifecycle for enterprise customers against CSAT and SLA targets
- Created resources to improve product knowledge for the support team and customers

Columbia University

Service Specialist, Academic and Research Services

JUNE 2016 - JULY 2019

- Served as technical point-of-contact and de-facto Product Manager for enterprise applications and cloud platforms supporting 50,000+ users across academic, research, and administrative departments
- Led migration from legacy systems to modern cloud services, designing onboarding materials and training sessions for faculty and researchers adopting new tools
- Identified recurring knowledge gaps and created user guides and documentation to reduce support requests and improve self-service adoption

Hogan Lovells US LLP – *User Support Technologist*

JANUARY 2014 - JUNE 2016

Projects

Developer Enablement for Looker API 3.x Deprecation and Upgrade to 4.0

Project lead for a major-version API upgrade affecting every Looker API customer. Owned the deeply cross-functional planning process and maintained internal knowledge-sharing docs; built usage reporting dashboards from instance metadata; produced migration guides and code samples; drove a multi-channel outreach push including blog posts, in-product messaging, and email; held office hours for Looker's developer community; built relationships and joined working sessions with strategic customers; shipped a tiered feature-flag rollout system to the production codebase; and coordinated and executed the official deprecation and removal of API 3.x from the product.

Looker API Documentation Migration

Led the migration of Looker's API documentation and developer tooling from an unofficial GitHub repo and Firebase site to Google Cloud Docsite. Restructured content for discoverability, improved version control, and ensured parity across docs formats.

Skills

Core Competencies

Developer Enablement | Technical Writing & Documentation | Technical Implementation

Open Source & Community Programs | REST API & SDK Development | LLM, AI Agents & Automation

Cross-functional Product Planning | Enterprise SaaS Adoption | Developer Workflows and Tooling

AI

Claude Code | Claude Developer Platform | Cursor | Gemini CLI | ChatGPT | Perplexity | MCP

Tools and Platforms

Git/Github | Looker | Slack | Airtable | Notion | Playwright | Postman | GCP

Languages

SQL | Python | Ruby | JavaScript | Bash/CLI

Education

State University of New York at Oneonta

B.A., Music Industry, 2013 – Graduated cum laude with a minor in Audio Arts Engineering