Andrew DiMola

Technical Writer

Personal Info

Address

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New York, NY 10128
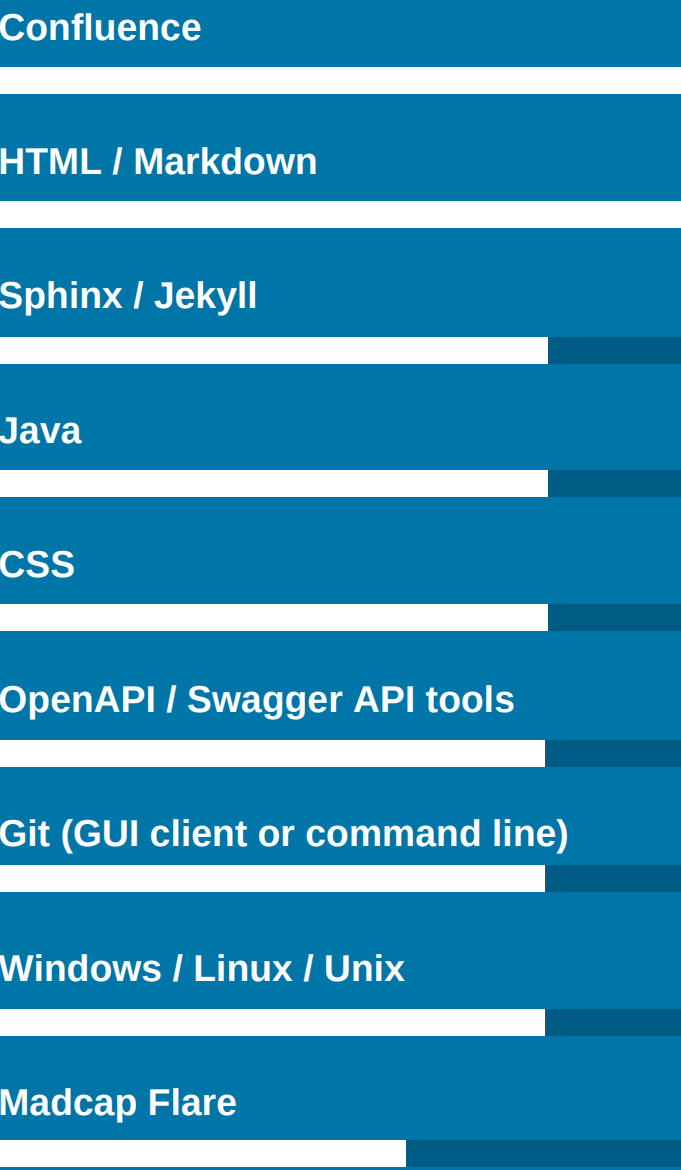
Phone

201-403-7265

Email

andrewdimola@gmail.com

LinkedIn

linkedin.com/in/andrewdimola/

Twitch

twitch.tv/zhadn

Skills

Confluence

HTML / Markdown

Sphinx / Jekyll

Java

CSS

OpenAPI / Swagger API tools

Git (GUI client or command line)

Windows / Linux / Unix

Madcap Flare

Experience

May 2017 - present

Technical Writer

Pitney Bowes

Responsibilities

- Documents product releases and supporting product documentation for the Pitney Bowes Cross-Border and Pitney Bowes Complete Marketplace global ecommerce solutions *(with Confluence and MadCap Flare)*
- For the Cross-Border product, communicates product releases, product downtime, system maintenance, and other special announcements to clients *(with Salesforce and MailChimp)*
- Assists with product documentation for the Pitney Bowes Shipping Services APIs *(with Sphinx)*
- Manages 13 supported languages for the Borderfree Envoy checkout *(with Git and SDL TMS)*
- Assists with A/B tests for the Borderfree Envoy checkout *(with AB Tasty and jQuery)*

Achievements

- Reduced call volume in Borderfree call centers by ~35% by converting webinar videos into bite-sized tutorial videos and hosting those videos for self-service learning
- Created a self-sufficient process for updating translations files hosted in the Borderfree Envoy checkout repository, eliminating the need to email translations files to developers via email

Dec 2015 - May 2017

Technical Writer

Sagitec Solutions

Responsibilities

- Led training sessions and software demonstrations prior to new product releases for the Sagitec Solutions Neospin pension administration solution
- Designed and copy-edited user guides and mock software simulations *(with Microsoft Word and Adobe Captivate)*
- Developed interactive eLearning courses and software tutorial videos *(with Articulate Storyline 2 and Adobe Captivate)*

Achievements

- Acted as a subject matter expert and daily resource for over 300+ client employees

Jul 2014 - Jul 2015

Application Developer

SEI Investments

Responsibilities

- Worked as an application developer for the SEI Investments Wealth Platform, assisting with the desktop and mobile application *(with Java, J2EE, JavaScript, and XCode)*

Achievements

- Created documentation that reduced the onboarding process for new developers from one week to 2-3 days

Education

Aug 2010 - May 2014

University of Delaware, Newark, DE

- Bachelor of Science in Computer Science
- Concentration in Game Design with a focus in Artificial Intelligence