

Andrew DiMola

Documentation Engineer



Personal Info

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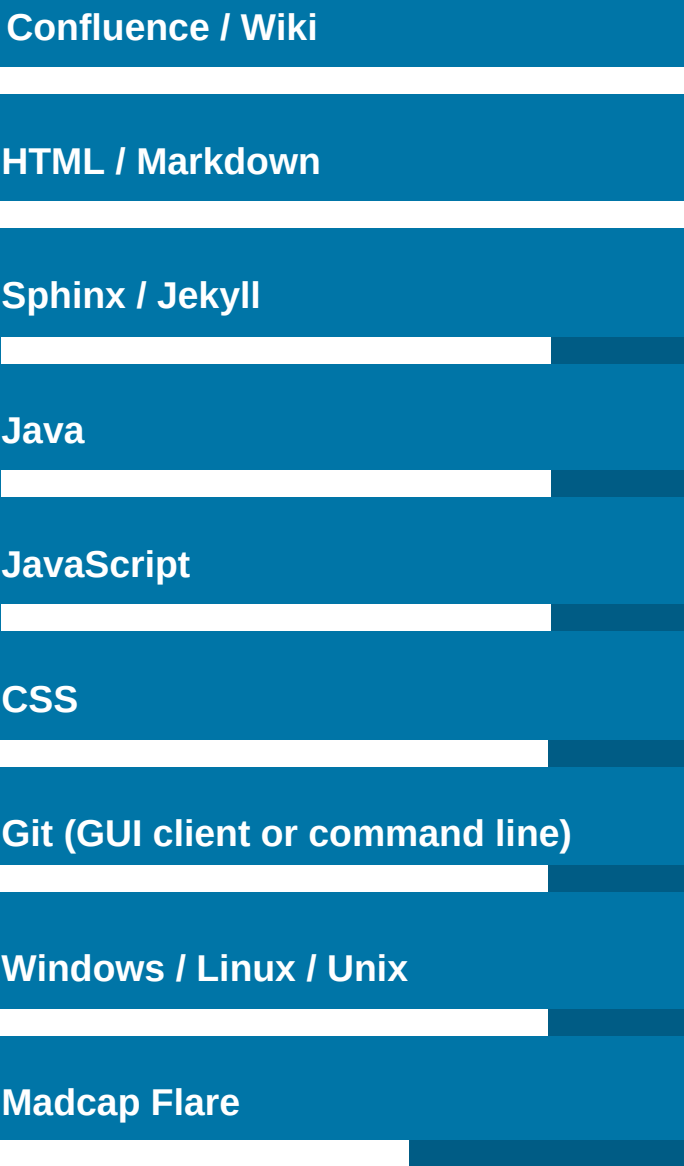
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GitHub
github.com/AndrewDiMola

Skills



Experience

May 2019 - Present	Documentation Engineer <i>FACEBOOK</i> Responsibilities <ul style="list-style-type: none">Write internal infrastructure documentation for FACEBOOK engineers (<i>with Wiki</i>)Research user pain points and code enhancements to internal tools / UIs (<i>with JavaScript / React</i>)
May 2017 - May 2019	Technical Writer <i>Pitney Bowes</i> Responsibilities <ul style="list-style-type: none">Documented product releases and product documentation for the Pitney Bowes Cross-Border and Pitney Bowes Complete Marketplace global ecommerce solutions (<i>with Confluence and MadCap Flare</i>)For the Cross-Border product, communicated product releases, product downtime, system maintenance, and other special announcements to clients (<i>with Salesforce and MailChimp</i>)Assisted with product documentation for the Pitney Bowes Shipping Services APIs (<i>with Sphinx</i>)Managed 13 supported languages for the Borderfree Envoy checkout (<i>with Git and SDL TMS</i>)Assisted with A/B tests for the Borderfree Envoy checkout (<i>with AB Tasty and jQuery</i>) Achievements <ul style="list-style-type: none">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 learningCreated 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 <i>Sagitec Solutions</i> Responsibilities <ul style="list-style-type: none">Led training sessions and software demonstrations prior to new product releases for the Sagitec Solutions Neospin pension administration solutionDesigned and copy-edited user guides and mock software simulations (<i>with Microsoft Word and Adobe Captivate</i>)Developed interactive eLearning courses and software tutorial videos (<i>with Articulate Storyline 2 and Adobe Captivate</i>) Achievements <ul style="list-style-type: none">Acted as a subject matter expert and daily resource for over 300+ client employees
Jul 2014 - Jul 2015	Application Developer <i>SEI Investments</i> Responsibilities <ul style="list-style-type: none">Worked as an application developer for the SEI Investments Wealth Platform, assisting with the desktop and mobile application (<i>with Java, J2EE, JavaScript, and XCode</i>) Achievements <ul style="list-style-type: none">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 <ul style="list-style-type: none">Bachelor of Science in Computer ScienceConcentration in Game Design with a focus in Artificial Intelligence
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