

# Andrew DiMola

## Documentation Engineer



### Personal Info

**Address**  
866 Maple Place  
East Palo Alto, CA 94303

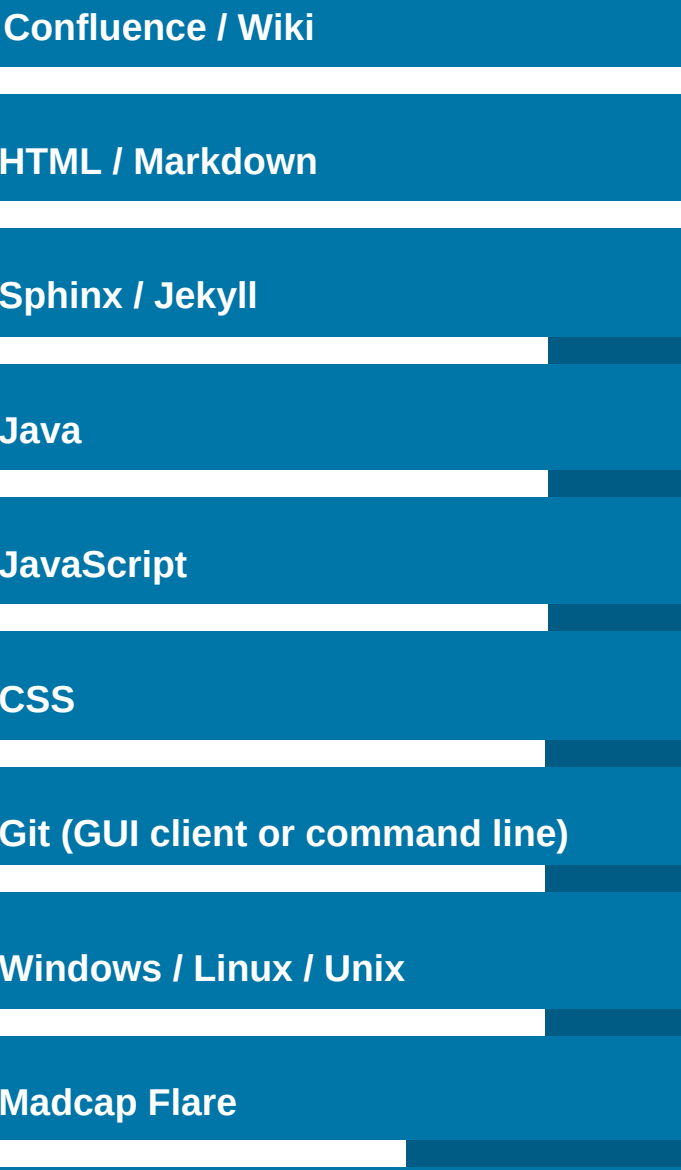
**Phone**  
201-403-7265

**Email**  
andrewdimola@gmail.com

**LinkedIn**  
linkedin.com/in/andrewdimola/

**GitHub**  
github.com/AndrewDiMola

### Skills



### Experience

May 2019 - Present	<b>Documentation Engineer</b> <i>FACEBOOK</i> <b>Responsibilities</b> <ul style="list-style-type: none"><li>Write internal infrastructure documentation for FACEBOOK engineers (<i>with Wiki</i>)</li><li>Research user pain points and code enhancements to internal tools / UIs (<i>with JavaScript / React</i>)</li></ul>
May 2017 - May 2019	<b>Technical Writer</b> <i>Pitney Bowes</i> <b>Responsibilities</b> <ul style="list-style-type: none"><li>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>)</li><li>For the Cross-Border product, communicated product releases, product downtime, system maintenance, and other special announcements to clients (<i>with Salesforce and MailChimp</i>)</li><li>Assisted with product documentation for the Pitney Bowes Shipping Services APIs (<i>with Sphinx</i>)</li><li>Managed 13 supported languages for the Borderfree Envoy checkout (<i>with Git and SDL TMS</i>)</li><li>Assisted with A/B tests for the Borderfree Envoy checkout (<i>with AB Tasty and jQuery</i>)</li></ul> <b>Achievements</b> <ul style="list-style-type: none"><li>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</li><li>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</li></ul>
Dec 2015 - May 2017	<b>Technical Writer</b> <i>Sagitec Solutions</i> <b>Responsibilities</b> <ul style="list-style-type: none"><li>Led training sessions and software demonstrations prior to new product releases for the Sagitec Solutions Neospin pension administration solution</li><li>Designed and copy-edited user guides and mock software simulations (<i>with Microsoft Word and Adobe Captivate</i>)</li><li>Developed interactive eLearning courses and software tutorial videos (<i>with Articulate Storyline 2 and Adobe Captivate</i>)</li></ul> <b>Achievements</b> <ul style="list-style-type: none"><li>Acted as a subject matter expert and daily resource for over 300+ client employees</li></ul>
Jul 2014 - Jul 2015	<b>Application Developer</b> <i>SEI Investments</i> <b>Responsibilities</b> <ul style="list-style-type: none"><li>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>)</li></ul> <b>Achievements</b> <ul style="list-style-type: none"><li>Created documentation that reduced the onboarding process for new developers from one week to 2-3 days</li></ul>

### Education

Aug 2010 - May 2014	<b>University of Delaware, Newark, DE</b> <ul style="list-style-type: none"><li>Bachelor of Science in Computer Science</li><li>Concentration in Game Design with a focus in Artificial Intelligence</li></ul>
---------------------	--