Ashley Zhao

Software Engineer / Information Developer

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Developer with 7 years of experience researching and developing technical documentation and efficiency tools for various companies such as IBM and Atalaya Tech, Inc.

CAREER HIGHLIGHTS

- Collaborated on an audio widget that uses Large Language Models to provide direct answers to customer questions as an add-on to IBM documentation to save time from stagnated browsing.
- Provided solution that reduced negative feedback by 10-30% over 1 year. Built and hosted a visual dashboard that displays live metrics of documentation from Google Analytics 360 that highlighted areas of improvement for all topic plugins.
- Cut a task requiring hours of work for team down to minutes by creating a Python script that removed complex tags from documentation.

WORK EXPERIENCE

Staff Information Developer

IBM

📅 July 2019 – Present   📍 Toronto, Canada

Technical writing for IBM Documentation

- Worked in an agile environment with several global IBM teams, subject-matter experts, and product specialists to research, design, package, and publish technical content to IBM clients on IBM documentation for SaaS and on-prem platforms for every monthly release, that heavily relied on DevOps
- Developed quality feature writing for several IBM products, such as watsonx.governance, Orchestration Pipelines, IBM Federated Learning, and Watson Studio.
- Resolved customer complaints by collaborating with developers to update documentation defects, simplifying complex technical content into a format that's easy to understand and actionable, and resolving accessibility issues.
- Frequently shared expertise during critical documentation changes such as how to implement key definition elements.
- Became coach-in-training to mentor junior team contributors with flexible sessions between career coaching and technical mentorship.
- Command use of Figma and Sketch using IBM Carbon Design to collaborate with UI designers on content.

"Rate my content"
Played a core role in a project to cut back negative feedback for documentation by focusing on actionable defects.

- Highlighted documentation improvement areas using GA360 metrics of IBM Documentation by developing a visual dashboard using JavaScript.
- Transform the feedback data by sorting and filtering actionable defects by scripting a Python notebook.
- Reduced 10-30% negative reviews over 1 year with committed triaging.

LANGUAGES

- Java
- C, C++
- Python
- Bash Shell
- JavaScript
- SQL
- Ruby
- XML, HTML, CSS, Markdown, PHP
- Haskell, Prolog
- Assembly (x86)
- Golang
- React, Node.js, Express
- Turing

ACHIEVEMENTS

- 2024 Microsoft AI Chat App Hackathon Winner
- 2024 IBM Content Champion
- 2021 promoted to Band 7 (Staff Information Developer)
- 2018-2019 Queen's University Dean Honour List
- 2015 Polar Express national short story magazine 3rd place winner

TOOLS

- Notion, Box
- VS Code
- Sketch
- Eclipse
- Vim
- Outlook, Teams
- Jira
- Acrolinx
- InkScape, GIMP
- Figma
- SQL / SQLite
- Oxygen XML Author
- Google Analytics 360
- GitHub / Gitlab
- Slack
- Mural

DEVOPS & SERVICES

- RAG for LLM
- Docker
- GitHub CI/CD
- Microsoft Azure
- SQL Lite
- Mongo DB, Snowflake
- Kafka
- Kubernetes (minikube)
- Amazon Web Services (AWS)
- Teradata

Jupyter samples and artifacts

Managed a hub of Jupyter notebooks that demonstrated key capabilities of data analytics and IBM LLM artifacts.

- Reviewed and debugged sample Jupyter Python notebooks.
- For stakeholder feedback, created queries and generated analytical reports.
- Communication with legal team to ensure artifacts were published in time with appropriate copyright.

CASCON workshops

Designed and co-hosted workshops for Natural Language Understanding and Interface.

- Audited academic papers for research on NLI designs, capabilities, limitations.
- Wrote a POC for using LLM that incorporates text-to-speech function to answer questions that are language agnostic.
- Provided prompt engineering and other NLI training feedback.
- Presented findings of NLI design overview and advice.

Wing projects

- Designed multiple newsletters formatted for emails.
- Collaborated on POC to open tickets for customers on a browsing platform for MCMP.

Technical Writer Intern

IBM

📅 May 2017 – August 2018   📍 Toronto, Canada

- Served as "stand-in" manager and delegated tasks to team members
- Researched, edited, reviewed, and published documentation for products such Db2, Informix, and IBM Data Science Experience.
- Command use of InkScape and Camtasia to create visual media to demonstrate both high-level and low-level concepts.

Back-end Maintenance Intern

Anhui Merchant Bank

📅 January 2020 – December 2020   📍 Anhui, China

- Performed physical implementation of 1000+ sparse tables by SQL in Teradata's space to migrate to a new database.
- Engineered graphical model diagrams of new table relationships through Erwin. Documents were released and kept for technical reference.
- Wrote a Python code for a crawling Python Bug that finds online feedback for banks. This increased speed of downloading large amounts of company reports at 40%.
- Translated Teradata's Bank Model Handbook from Chinese to English.

EDUCATION

Bachelor of Science

Computer Science

📅 September 2015 – April 2019   🎓 Queen's University

- Knowledge of computers with system design.

CERTIFICATIONS

- Olympus Learning: MIT certification for Data Science and Machine Learning
- Content Quality Badge
- Open-Source Contributor Badge
- Blue Coaching Badge
- Design & User Experience (D&UX) Essentials
- Enterprise Design Thinking Practitioner
- Watson and Cloud Foundations

PROJECTS

👁 **AI Chatbot**

Created AI chatbot that will answer user questions from the perspectives of established entrepreneurs in multiple languages. Used Azure services, Google APIs, and prompt engineering.

HOBBIES

- App Design
- Gym
- Salsa Dancing
- Creative Writing

LANGUAGES

- English (Native)
- Mandarin (Fluent)
- French/Spanish (In command)

- Developed a strong foundation in key programming concepts and data structures.

REFERENCES AVAILABLE UPON REQUEST

Wendy Switzer
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IBM
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