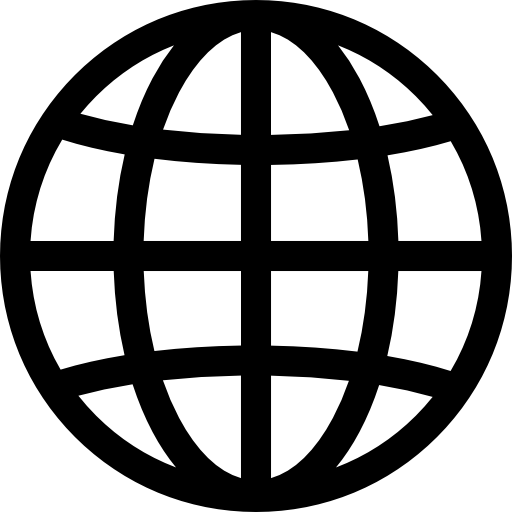
Ashley Zhao

## Software Engineer / Information Developer

 ashley.zhao.dacml@gmail.com  647-915-6064  Toronto  [Ashley Zhao](https://www.linkedin.com/in/ashley-zhao-a99117110/)  [AshleyZhao](https://github.com/AshleyZhao)  [ashleyzhao.github.io](https://ashleyzhao.github.io/)

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

REFERENCES AVAILABLE UPON REQUEST

|  |  |  |
| --- | --- | --- |
| Wendy Switzer  Manager  IBM  416-931-6295  wendy.switzer@rogers.com | Sean Sheng  Director  Atalaya Tech, Inc.  s3sheng@gmail.com |  |