ASHLEY ZHAO

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PROFILE & SUMMARY OF STRENGTHS

Full-time IBM technical content writer for IBM Cloud Data and AI seeking to contribute to company objectives by applying programming and teamwork skills in work program.

• **Two years of full-time** and one year of internship **technical writing** experience under IBM Cloud Data and AI, documented new features in a machine-learning centered data science platform for IBM Watson Studio for Cloud and Cloud Pak for Data. **Maintained** full microservice documentation from beta to shipment, as well as code samples and 100+ Jupyter notebooks, data sets, project samples and Governance assets. Assisted in testing and editing tutorials pertaining to ETL of data, demo of machine learning microservice API, data flows, end-to-end pipeline flows. **Delivered issues and epics** through GitHub. **Quickly promoted** to Band 7.

• **Bachelor's Degree in Computer Science.** Studied web development, data and system structures, algorithms, and game design. Applied programming skills in bank for summer internship with SQL, Python and Java.

• **Design thinking fundamental skills**, received many design training and skill application in designing offering improvement on a team of 4. Did intensive research, organization, analyzation and extraction of user feedback. Brainstormed through user experience, designed low, mid and hi-fi prototype, and marketed final product in a 10 minute presentation. Implemented a metrics chart visualization dashboard to track content data usage for Cloud Pak for Data stakeholders using IBM's Cognos Dashboard and Google Analytics 360.

• **Good team player/leader** with **great communication skills**, worked well in an agile environment and with many teams of considerable size between 10-20 and was **task delegator** for the IBM Db2 content team during time as intern. **Co-hosted** IBM's NLP (Natural Language Processing) microservice tech demo for CASCON, a major Canadian IT conference.

• **Well-organized. Led and organized meetings** for work, design bootcamp projects, university projects, and various clubs. Comfortable with coding collaboration tools such as GitHub and Jira and meeting tools such as CISCO Webex, Zoom, Slack and Dischord.

• **Great at linguistics and writing**, participated in many literary courses in university, wrote well-received academic essays and was set member of writing club. Won National Student 3rd Prize for magazine in 2015.

• **Robust interest in diverse fields**, and participant of various hackathons, Patent projects and technical workshops. Part of wing project for designing IBM newsletters. Proficient in content tools such as Microsoft Word, Excel, PowerPoint, InkScape, Camtasia, Sketch.

• **Bilingualism.** Native fluency in English and Mandarin. Command usage of French.

• **Enthusiastic work attitude**. Previous employers had excellent recommendations and

lauding of the work I have done.   Reference letters available upon request.

required. Currently studying course for Machine Learning and active participant in coding workshops for new learning opportunities.

• **Perseveres in challenge and pressure**.
Learned new technologies independently when

KEY SKILLS

- ***Computing Languages:*** **Java, Python, C, R, C++, Haskell, Prolog, SQL,** Teradata, **HTML / XML / CSS / PHP / Markdown**, JavaScript, Ruby, Turing, Octave, Action Script, Perl, Spring Batch, some familiarity with Node.js, React, Angular, MongoDB, Alexa via workshops
- ***Computing Courses:*** Operating Systems, Computer Algorithms, Data Structures, Web Development and Design, Theory of Encryption Methods, Logic for Computer Science, System-level Programming, Data Architecture, Machine Learning, Statistics
- ***Literary Courses:*** Global Development, Human Organizing Behaviour (Commerce), Gender Studies, Art History
- ***Technologies:*** Erwin, Microsoft Word, Excel, Adobe Illustrator/Photoshop CS5, Gimp, Google Analytics 360
- ***Environment / Coding Tools:*** Linux / Unix, RStudio, GitHub, Microsoft VS, Eclipse, IDLE, Octave

EDUCATION

- Queen's University, Bachelor's Degree in Computer Science, graduation year: 2019

EXPERIENCE

IBM	Canada
Full-time	
07/2019-present	

Project: Watson Studio Content Team for IBM Cloud Data and AI
Team size: 20 main members

The team creates and updates documentation for Watson Studio related platforms and services, and design additional content such as tutorials, videos.

Main Responsibilities:

- **Wrote new or updated and maintained documentation** for IBM Watson Studio, Cloud, Local, and their various services, including AutoAI tutorials, hosting RShiny Apps in Watson Studio for interactive and visual data analysis, and hosting JupyterLab from beta to shipment. Comfortable working in Markdown, HTML and XML and more.
- Tested, edited and published **component installation tutorials** and **API demos** of IBM's

machine learning services for Cloud, including Watson Machine Learning, Decision Optimization, Watson Assistant, Cloud SQL, Streams Analytics, as well as tutorials for data science / analytics.

- **Designed** a visual dashboard that displays IBM Data and AI content views and other metrics drawn from Google Analytics 360 that is presented to internal stakeholders for observations of content trends and areas for improvement. Implemented dashboard into a hosted site in a tab.
- **Collaborated** with using GitHub / ZenHub to organize, track and update defects and issues; comfortable cloning, committing and pull requests for repo changes.
- Familiar with video creation of tutorials, including scripting, capturing and editing videos using Camtasia.
- Presented with **PowerPoint, Excel and formulas**.
- Created **SVG diagrams and helper images** for documentation using Inkscape.
- Organized team meetings, shared meeting minutes, always willing to pitch in new ideas.
- **Co-hosted a CASCON and online workshop** using Watson Natural Language Understanding API to analyze text sentiments. Demonstrated organization, communication and leadership.

IBM	Canada
Internship	
05/2017-08/2018	

Project: Db2 Content Design
Team size: 7
The team fixes Db2 doc defects, design additional content such as videos, updates documentation.

Main Responsibilities:

- **Delegate documentation defect tasks** to team members
- Wrote and coded on **documentation** for three different products: Db2 (database), Informix (database management system), and IBM Data Science Experience (data science analytic platform) using XML and Python. **Reviewed, edited and published** KCF (defect issues) documents in HTML.
- Worked on **rebranding** and configured 2000+ files in total and documents were shipped in Production
- Organized team meetings, shared meeting minutes and was always **punctual.**
- **Designed videos for product overview content** using video editing software (Camtasia)

Anhui Merchant Bank	China
Internship	
05/2016-09/2016	

Project: Back-end Maintenance
Team size: 10 (with consultant developers)
The main goal of this project is to maintain back-end system of the bank.   The bank was updating their back-end system to a newer version.

Main Responsibilities:

- Worked as PM's assistant. **Scheduled meetings**, shared meeting minutes, translated Teradata's Bank

Model Handbook and kept **updating Requirement document**

- **Implemented** 1000+ sparse tables by SQL in Teredata's space for the new system.   The tables are released and shipped in the new system.
- **Engineered diagrams** of new company graphical model through Erwin.   Documents were released and kept for technical reference.
- **Generated excel sheets** on table relationships of the old system.   Documents were released and kept for technical reference.
- **Wrote a Python code** for a crawling BUG that could download text content of websites quickly. This increased speed of downloading large amounts of company reports at 40%

Town City Hall	Canada
Online Advertisements Investigator & Translator	
10/2013-01/2016	

Project: Translate and document all online taxi advertisements
The goal of this project is to research, analyze and collect advertisements related to taxi and driving schools, translate them and organize relevant data into database for legal investigation purposes.

Responsibilities:

- **Independently researched** 500+ of taxi and driving school advertisements from Chinese to English from 10 different websites.
- **Translated** all ad information from Chinese to English, including the ad's service description, contact info, and source of advertisement.
- **Lauded on time management, self-efficiency, organization, and researching skills**.
Supervisor stated no other translator has so efficiently found/translated this many advertisement in short time.

EXTRA CURRICULARS

Patterns (2019-2020)
     Demonstrated extensive time-management and teamwork in a group of 4 to deliver a design offering improvement by collecting and analyzing user feedback, applying design thinking in structuring user experience, designing and marketing a prototype to design stakeholders. Lead and organized brainstorming workshops and an aftermath demonstrative meeting.

Cascon Workshop (2019-2020)
     Co-hosted a workshop for IBM Cascon of a tutorial of calling an IBM service to analyze data and visualize the results.

Stem for Girls Camp (2020)
     Assisted in a 4-day camp for girls to get an introductory hands-on experience with design thinking, Python coding, and web development.

IBM Jumpstart (2020)

Worked with team of 6-7 people under a tech consultant and design lead to create a visual dashboard concerning IBM COVID impact metrics.

IBM Patent Circle (2020)

Working with team of 5 people to come up with an innovative IBM patent idea regarding automation of code pull requests for less DevOps work.

IBM Blue Hackathon (2017)

Worked in a team of 5 to design a web application that tackles a social and environmental issue within 36 hours.   Resulted app includes finding nearest people to commute to reduce traffic and a social app that allows you to connect with and share actions that are environmentally friendly, such as conserving water.

Future Blue (2017)

Weekly meeting attendance, discussed and organized social events for IBM interns to participate, socialize and network.

Creative Writing Club (2015-2017)

Weekly attendance, contributed to spontaneous short writing pieces and reading them aloud before the club.   Volunteered for the yearly bake sales, helped bake cake and attended at tables.   Organized meetings with published authors.

Math Club (2015-2017)

Weekly attendance, solved given mathematical problems for each duration such as probability of an unfair die landing on number x in teams of 4-5.

AWARDS AND HONOURS

- Best Director's Award (2015) for high achievements in high school
- Esther Wheatley Award (2015) for self-improvement and perseverance in high school
- *Polar Expressions* Magazine - National Student 2015 Writing Award

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REFERENCES AVAILABLE UPON REQUEST

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