

Donna Mae Isip

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SUMMARY

My expertise is in simplifying complex technical information and producing clear content tailored for diverse audiences. I have over six years of experience proofreading, creating user guides, authoring API documentation, editing, content marketing, award submission writing, producing curriculum content, and developing style guidelines. I am passionate about learning new skills and taking on challenges that push me beyond my comfort zone.

EXPERIENCE

Documentation Editor

Hilton Software

January 2019 - Present, Coral Springs, FL

- Developed standardized templates and style guidelines that decreased production time and improved new hire onboarding efficiency.
- Revamped existing software documentation to comply with new style guidelines, leading to improved readability and cohesion across mediums.
- Manage five user manuals tailored for different platforms: software (iOS, Android, Windows) and server (macOS, Windows). Each manual ranges between 100-300 pages, ensuring adherence to editorial standards while maintaining conciseness.
- Authored API documentation, whitepapers, release notes and product feature documentation to provide an up-to-date knowledge base of products.
- Write sample C# SDK to interact with REST API.
- Create custom testing suite with Postman to document APIs, create test cases, and test API calls, requests, and responses.
- Written 50+ award-winning submissions leading to significant recognition from industry awards such as the Edison Award, Stevie Award, DGAA, Federal 100, GCN dig IT, CEO World Awards, BIG Awards, Golden Bridge Awards, Sustainability Award, W3, and Appy Awards.
- Work collaboratively with cross-functional teams to research and analyze documentation requirements, ensuring accuracy and clarity of products.
- Create and maintain contextual help using HTML/CSS integrated within the application's user interface, and utilize source control for versioning.
- Produce curriculum videos and other visual media to demonstrate how our products work, highlight their key features, and showcase their benefits. The production of video creation fostered an environment to learn movie editing software such as Adobe Premiere Pro and iMovie.
- Produce resources for informational marketing including flyers, product teasers and release videos for quarterly releases.

EDUCATION

Bachelor of Business Administration

Florida Atlantic University • Boca Raton, FL • 2024

- Major in Hospitality and Tourism Management

CERTIFICATIONS

ProgrammingExpert Certificate of Completion

Certificated Technical Writer

Technical Writer HQ • 2024

SKILLS

Languages: C#, Python, HTML, CSS, Markdown, and Bash

Software: Microsoft 365, GitLab, GitHub, Adobe Premiere Pro, iMovie, Canva, Lucidchart, Jira, Confluence, Figma, and Postman