

# Riley K. Chen

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## Summary

Detail-oriented content and documentation specialist with a background in digital publishing, technical communication, and software documentation. Adept at managing complex workflows, editing multi-author content, and streamlining content delivery in collaborative environments.

## Key Competencies

- Technical Writing & Editing
- Content Lifecycle Management
- Documentation Automation
- Cross-Functional Collaboration
- Agile & Scrum Workflows
- Markdown, LaTeX, XML
- Git, GitHub, CI/CD
- Tools: Confluence, Jira, Adobe FrameMaker

## Relevant Experience

### Technical Content Specialist

Feb. 2023 – present

*ByteSpring Technologies (San Francisco, CA)*

- Created and maintained internal and external documentation for cloud-based software tools, reducing onboarding time by 30%.
- Collaborated with product managers and engineers in an Agile environment to document release updates, API changes, and user guides.
- Implemented structured authoring practices using Markdown and static site generators (MkDocs, Hugo).

### Documentation Coordinator

Jul. 2020 – Jan. 2023

*Westview Publishing Cooperative (Remote)*

*Independent publishing platform supporting academic and nonprofit publishing.*

- Managed editorial workflow for 20+ publications per year, including peer-reviewed journals and open-access monographs.
- Standardized style and formatting using custom LaTeX templates and editorial macros in MS Word.
- Coordinated freelance copyeditors and indexers to meet tight production deadlines.

### Graduate Assistant

Aug. 2018 – Jun. 2020

*UC Berkeley Library (Berkeley, CA)*

- Assisted in digitizing archival materials and encoding metadata for inclusion in library's digital collections.
- Developed user documentation and instructional materials for new digital exhibits and collections platforms.

## Technical Projects

### Developer & Maintainer

Jan. 2021 – present

*DocuWeaver* (<https://github.com/rkchen-dev/docuweaver>)

*Lightweight documentation generator for academic and nonprofit publishing workflows using Pandoc and Make.*

- Designed modular system for generating multi-format output (PDF, HTML, EPUB) from structured Markdown source.
- Wrote reusable Makefile scripts and filters to support templating, bibliography integration, and code highlighting.

## Education

**M.A.** (Information Management & Systems), UC Berkeley, Berkeley, CA

2022

**B.A.** (English Literature & Media Studies), UC Santa Cruz, Santa Cruz, CA

2017