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