

DAPHNE J. LEE

USJ 9/5E, UEP Subang Jaya, 47620 Selangor • daphnejlee@gmail.com • (019) 224-3166 •

ONLINE PORTFOLIO: <https://daphnejl.github.io/>

WORK EXPERIENCE

Technical Writer (Aug 2016 – Jun 2018)

Ezypay, The Intermark Kuala Lumpur

- ◆ Write and maintain Ezypay API Reference swagger descriptions and code examples using Gitlab
- ◆ Write and maintain Ezypay Developer Documentation website to provide comprehensive explanation of Ezypay product and services featuring use-cases, tutorials and help guides
- ◆ Gather information from various SME teams (product, UX, engineering) about new product features and enhancements to update existing documentation and create bi-weekly Release Notes and Changelog
- ◆ Test product during documentation process to become an expert user and provide meaningful feedback for improvement of the user experience
- ◆ Implement new documentation standards and review processes
- ◆ Proofread weekly Ezypay email newsletter
- ◆ Gained industry knowledge in APIs, payment processing for on-demand invoicing, recurring subscription billing and POS

Information Developer (June 2015 – May 2016)

IBM Malaysia (through HTC Global Services), Damansara Uptown

- ◆ Produced high-quality technical documentation in DITA format using XML based software
- ◆ Efficiently delivered accompanying software documentation within SCRUM cycle timeline
- ◆ Used Clear Case CMS source control to store and manage docs
- ◆ Interviewed multiple Subject Matter Experts (SME) across various teams for fact finding needs
- ◆ Worked with various developers and QA teams within Tivoli® Netcool®/OMNIbus Integrations – Probes unit
- ◆ Gained industry knowledge in database event management

Technical Writer/Information Developer (Nov 2010-July 2014)

Experian Decision Analytics (Malaysia) Sdn Bhd, Cyberjaya

- ◆ Produced all technical documents for PowerCurve Originations project
- ◆ Managed documents within critical time sensitive deadlines while complying with Product Owner/Stakeholder expectations
- ◆ Awarded Employee Recognition Program - Spot Award
- ◆ Gained industry knowledge in data analytics and creating customer acquisition solutions

WORK EXPERIENCE

Technical Writer (Jan 2010-Nov 2010)

Creative Advances Technology Sdn Bhd, TPM, Kuala Lumpur

- ◆ Wrote SOTA XD user manual and SOTA Help wiki
- ◆ Tested interface usability and identified solutions to problem spots
- ◆ Trained staff and customers during product presentations on new features and functionality
- ◆ Co-presented launch of SOTA Network with CFO on stage
- ◆ Gained industry knowledge in web building and tourism

Production Editor (April 2009-October 2009)

Wolters Kluwer Enterprise Services Partners Sdn Bhd, Cyberjaya

- ◆ Communicate daily with US-based editors for tax rulings and legislation updates
- ◆ Responsible for formatting, pagination, completeness, scheduling and time management of paper and electronic publications
- ◆ Prepare and proof publications for final printing within strict product deadline using web-based CMS

Technical Writer (Sept 2007-Aug 2008)

Marvell Semiconductor, Inc., Santa Clara, California

- ◆ Produced end-user technical documentation from design engineer specifications
- ◆ Maintained Marvell 88SS801X (Da-Vinci) SSD controller registers and specifications
- ◆ Created online web help systems for Marvel RAID Utility (MRU) using Robohelp
- ◆ Webmaster and designer for department newsletter
- ◆ Gained industry knowledge in semiconductors and SATA drives

EDUCATION

Bachelor of Science (B.S.) in Technical Communication (Graduated: August 2007)

Department of Engineering, University of Washington, Seattle

- ◆ CGPA: 3.52/4.0
- ◆ Dean's List (6 quarters), Annual Dean's List (2005-2006)
- ◆ Awarded Malaysian Government JPA Scholarship

PERSONAL

- ◆ Engineering background with focus on technical communications and computer programming
- ◆ Experienced in identifying user needs to provide a quality user experience
- ◆ Confident speaker and trainer
- ◆ Can quickly learn and pickup new software tools
- ◆ Self-motivated, independent, and able to work with minimal supervision
- ◆ Can cope with strict deadlines and schedules

SOFTWARE SKILLS

Web Languages: HTML, CSS, XML, Markdown

OOP Languages: JAVA, C++, SQL

Software Programs: Oxygen, Clear Case, Author-IT (AIT), Gitlab, MS Office, Visio, JIRA, Confluence, Adobe Framemaker, Adobe Framescript, Adobe Photoshop, Adobe InDesign, Macromedia Flash, Final Cut Pro, Camtasia, RoboHelp, Documentum