

# Derek Quach

Seattle, WA

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## Personal Profile

Software engineer of 1 professional year & 4 collegiate years, Technical writer with 1.5 years, IT tech of 2 years, and 5+ years writing for target audiences. English BA & Bio AA. Excellent: project management, programming, SEO/keyword research, verbal and writing skills. Has experience and familiar with SSO, SDLC (Software Development Life Cycle), REST API, JSON. Works well with developers, SMEs, software, and SSO in sprints.

## Skills

- Programming** Java, SQL, Markdown, HTML, Oxygen XML, CSS, JScript, Git, GitHub (Click here for Certifications)  
Unit tests, functional testing, system performance testing, load testing, Technical Writing, Concise documentation, APIs, Java, SQL,
- Technical** HTML, JScript, Oxygen XML, Madcap Flare, Confluence, MS Suite, Adobe suite, Yoast SEO, Microsoft 365, CRM, DaVinci Resolve, Data structures, Algorithms, Figma
- Soft Skills** Time Management, Teamwork, Problem-solving, Documentation, Friendly, Engaging Presentation.

## Work Experience

### Revature

Reston, VA

#### Bootcamp Software Engineer

May 2023 - Sept 2023

- Aced all 93 (combined) Java and SQL coding labs, challenges, and mini-projects
- 100% completion & score on all assignments and labs. SQL queries, Big O, data structures, algorithms.
- Developed social media API application and corresponding technical documentation

### Upwork

Seattle, WA

#### Technical Writer

Sept 2023 - Present

- Documented, maintained, and released a high-level 54-page document meant to instruct general audiences.
- Maintained and optimized internal documentation to increase general audience readability by 20%.
- Employed Google Docs, Confluence and to reach 26 domain authority and to increase SEO score by 23%.

### humanID

Cambridge, MA

#### Technical Writing Team Lead

2022 - 2023

- Maintained all tech writing standard operating procedures, tutorials, training manuals, and field documentation of our SaaS login
- Expanded blog's article count for technical audiences by 10% and optimized SEO score and web traffic by 15%
- Instructed and delegated over 50 technical writing tasks and tracked three onboarding processes single-handedly

### humanID

Cambridge, MA

#### Technical Writing Intern

2022 - 2023

- 23% augmentation rate domain authority. Suitability for general audience average score from 80% to 90%
- Utilized graphics to supplement clear and concise documentation. Surpassed expected quantity of deliverables
- Slashed documentation delivery time by 25% while working with software engineers & SME team

## Education

### University of Washington

Tacoma, WA

#### Bachelor of Science: Computer Science

In Prog.

### University of Washington

Seattle, WA

#### Bachelor of Arts: English

2022

### Highline College

Des Moines, WA

#### Associate of Science: Biology

2020

## Projects

### Hex to Decimal to Binary Calculator

Tacoma, WA

#### University of Washington

2022

- Developed entirely by self
- Developed project that allowed operations to hex, decimal, and binary characters
- Scored 4.0 in course
- **Technical Skills:** Binary, Hex, Decimal characters, Java.