

Edward Orlando

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PROFESSIONAL EXPERIENCE

Unit 4 | *Enterprise software solution*

Documentation Developer

Remote

January 2022 – January 2024

Key Responsibilities

- Documented the changes of the *Procurement* and *Customer and Sales* module in the online help, release notes and reference manual using Madcap Flare authoring tool. Used Azure, TFS version control and Git for source control.
- Documented the features and bug fixes in the localization product.
- Interview the BA and the SME of the user story or bug to understand the feature.

Achievements

- Onboarded 2 members and showed them how to use the authoring tools.
- Improved the user experience of the online help by fixing over 500 broken and outdated links, variables, and snippets.
- Documented over 100 fixes and new features.

Freelancer | *Freelancer for various clients*

Technical Writer

Remote

May 2020 – Present

Key Responsibilities

- Migrated the online documentation written in Gitbook and Webflow to Docusaurus (React) for [Dataplane](#).
- Wrote a series of tutorials and user guides regarding Unix server troubleshooting commands, such as [NGINX](#), [tracert](#) and [dig](#).
- Wrote a series of technical articles using SEO keywords to improve traffic for [Education Ecosystem](#) and [Distill](#). Also wrote the FAQ page of Education Ecosystem using Zendesk.
- Wrote the knowledge base for [Screencastify](#) and [GrowthWheel](#) in Freshdesk. Also wrote technical documents, such as Disaster Recovery Planning and Roadmap posts for GrowthWheel.

Achievements

- Increased the direct traffic to the client's website from an average of 1500 visits to 2300 (Over 50% improvement).
- Featured the client's brand on TechTimes, Hackernoon, IBTimes, Towards Data Science and DZone.
- Achieved over 20,000 views on the written SEO article.

OPPO Manufacturing | *2nd largest phone market share in Southeast Asia*

Lean Specialist and Industrial Engineer

Indonesia

January 2021 – January 2022

Key Responsibilities

- Managed over 30+ improvement projects (Kaizens) to optimize production and business process flow. Ensured that the team used the appropriate tools during the improvement week, and the analysis is done correctly.
- Trained over 50+ engineers and technicians on the concept of lean manufacturing, including the different ways to reduce waste in production. Training videos and quizzes were also made to support the continuous learning culture.
- Made and managed SOPs for each of the workstation in the production area.
- Used Python Numpy to calculate the resources, such as manpower and materials, needed for production. Also made an instruction manual on how to use the script.

Achievements

- Decreased the Mean Time Between Failure rate (MTBF) by 50% by conducting Kaizens.
- Improved the defect rate of products by 99% using lean principles.

EDUCATION

Purdue University, Honors – West Lafayette, USA

Graduation: May 2019

Bachelor of Science in Industrial Engineering

Cumulative GPA: 3.62/4.00

Honors: Continuing good standing for 4 semesters, Dean's List with Distinction Honors

OTHER COURSES

freeCodeCamp and CodeCademy – Remote learning

Web development certificates from [freeCodeCamp](#) and [CodeCademy](#)

Certificates: HTML, CSS, JS, MERN, TypeScript, JQuery, Bootstrap, SASS, Git, Postman.

OTHER PROJECTS

Operations Research Project in University

West Lafayette, Indiana

- Disease spread simulation using the SIR model. Created a database in MySQL and populated it using R studio. Analysis was done using basic ML algorithm, such as KNN and regression, to determine similarities in population and devise policies that mitigate the spread.

- Delivery simulation using Monte Carlo methods. Optimize the system by making sure that the fastest route is taken by the drivers to customer, while considering constrained imposed by external factors.

LANGUAGES, SKILLS, AND OTHER ACTIVITIES

Languages: English, Indonesian, Chinese

Skills: Madcap Flare, Docusaurus, Visio, HTML, CSS, JavaScript, R, MS Office, SEO tools: Ahref, NeuronWriter, Google Analytics.