**Edward Orlando**

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**PROFESSIONAL EXPERIENCE**

**Unit 4 |** *Enterprise software solution*  **Jakarta, Indonesia**

**Technical writer** January 2022 - Present

* 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 and TFS for source control.
* Documented the features and bug fixes in the localization product.
* Interview the BA and the SMs of the user story or bug to understand and document it.

**Freelancer |** *Freelancer for various clients*  **Jakarta, Indonesia**

**Technical writer**  Sep 2020 – Present

* Migrated the online documentation written in Gitbook and Webflow to Docusaurus (React) for [Dataplane](https://dataplane.app/).
* Wrote a series of tutorials and user guides regarding Linux server troubleshooting commands, such as [NGINX](https://github.com/eo33/traceroute/blob/main/project_1.md), [tracert](https://github.com/eo33/traceroute/blob/main/project3.md) and [dig](https://github.com/eo33/traceroute/blob/main/project_2.md).
* Wrote a series of technical articles using SEO keywords to improve traffic for [Education Ecosystem](https://educationecosystem.com/blog/) and [Distill](https://distill.io/blog/). Also wrote the FAQ page of Education Ecosystem using Zendesk.
* Wrote the knowledge base for [Screencastify](https://learn.screencastify.com/hc/en-us) and [GrowthWheel](https://growthwheel.freshdesk.com/en/support/home) in Freshdesk. Also wrote technical documents, such as Disaster Recovery Planning and Roadmap posts for GrowthWheel.
* Wrote industrial engineering articles for [IQS directory](https://www.iqsdirectory.com/).

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

**Lean Specialist** January 2021 – January 2022

* 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.
* Give suggestions to the production and warehouse department on how to improve department, with regards to the operations, talent cultivation, value stream, daily management, and standardized work.

**EDUCATION**

**Purdue University, Honors – West Lafayette, U.S.A 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 PROJECTS**

**Mining rig project Jakarta, Indonesia**

* Learned the optimal overclocking of core clock, memory clock, voltage, and fan settings to optimize hash rate and electricity consumption. Also figured out different ways to maintain 24/7 uptime.
* Participated in different mining communities to get the latest updates and information on the project and best way to mine. Active participant of the Ethereum, TON, Kaspa and NEOX blockchain network.

**Operations Research Project in University West Lafayette, Indiana**

* Disease spread simulation using the SIR model. Created a database in MySQL and populate 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 (HSK 5).

**Skills**: Madcap Flare, React, Visio, HTML + CSS, JavaScript, MS Office, Python Numpy, R.

**Technical Courses:** Data Analytics Basics from Udemy, [Responsive Web Design](https://freecodecamp.org/certification/edorlando33/responsive-web-design) from freeCodeCamp