

## LIV WONG

✉ liv.wongg@gmail.com    ☎ +65 86565822    🌐 livw    📁 Portfolio

Strategic Technical Communicator with **2.5 years of research and editing experience in technology and finance sectors** and BA (Hons) in English Language. Proven ability to synthesise complex information, produce clear and concise documentation, and engage with diverse stakeholders. Detail-oriented, analytical, and driven team-player who takes ownership to solve problems and refine processes. Proficient in content strategy and analytics, information architecture, and docs-as-code.

### RELEVANT EXPERIENCE

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#### Technical Writer at Orkes

Mar 2024 - Present

*Orkes is a technology start-up for orchestration tools.*

- Initiated comprehensive content audit for documentation and technical blog, leading to 100% increase in user engagement and greater customer satisfaction within 6 months.
- Revamped >200 pages of developer documentation, product guides, and API references, enhancing content accuracy, thoroughness, and information architecture through regular collaboration with subject matter experts.
- Managed and created 4-8 technical/non-technical content each month based on latest industry movements and SEO research, increasing website traffic by 150% and organic lead generation by 500%.
- Developed reusable templates, content runbooks, and a style guide, reducing content creation time by 30% and elevating in-house best practices.
- Regularly delivered GA4 and SemRush metrics performance insights and strategic recommendations.

Tools: docs-as-code, Markdown, HTML, Git, GitHub, Docusaurus, TechSmith Snagit

#### Founding Technical Writer at Marco Payroll

Jun 2023 - Dec 2023

*Marco Payroll is a global workforce engagement start-up.*

- Authored 4 SaaS product guides and API documentation from scratch based on product tests and interviews, improving user onboarding experience.
- Streamlined content operations by introducing standardized templates and a style guide, reducing turnaround time and enhancing brand consistency.
- Coordinated product development, multilingual content translation, and website launch, ensuring timely project delivery.

Tools: Markdown, Archbee, Swagger, WordPress, TechSmith Snagit

#### Technical Writer Intern at ByteDance

Sep 2022 - Mar 2023

*ByteDance is a global internet technology company with product offerings in social media and content creation.*

- Authored suite of technical guides for 4 key BytePlus products (Recommend, Effects, Video Editor SDK, Audio SDK) using topic-based authoring.
- Collaborated with global product teams to ensure information accuracy and completeness.
- Led cross-cultural team to translate and publish Chinese/English technical writing blog, advocating for better writing standards company-wide.
- Participated in peer reviews and contributed key standards to style guide.

Tools: Markdown, HTML, ReadMe, TechSmith Snagit

#### Technical Writer Intern at Visa

May - Aug 2021

*Visa is a global digital payment and card company.*

- Wrote and edited technical content across 8 enterprise-level guides for message routing, dispute resolution, and internal finance processing using topic-based authoring
- Managed publishing, version control, single-sourcing in SDL Tridion and Oxygen

Tools: DITA XML, SDL Tridion Docs, Oxygen XML Editor, Jira

### EDUCATION

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**BA Hons in English Language (Linguistics), University Scholars Program (USP) National University of Singapore**

Aug 2018 - Dec 2022

*Relevant Coursework: Programming Methodology (C), Introduction to UX Design, Writing & Critical Thinking*

### SKILLS

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- **Technical Proficiency:** Git, GitHub, Markdown, HTML, JSON, OpenAPI specification, DITA, XML
- **Tools & Analytics:** Microsoft Office (Excel, Word, PowerPoint), Google Suite, GA4, SemRush, Jira
- **Languages:** English—Native proficiency; Chinese—Working proficiency; Japanese—Working proficiency