Dear Rippling team,

I am Liv Wong, a technical writer with 2.5 years of experience in managing and developing cloud-based developer documentation for a wide variety of audiences. I am excited to help Rippling grow their documentation into a world-class help center for customers. As I am currently based in Singapore, I am eligible for the H-1B1 visa, which is subject to a separate quota and faster processing time compared to H-1B.

Having worked in start-ups across technology, finance, and HR, I possess the unique blend of knowledge and skills required to thrive in Rippling. My previous role was at a HR technology company, where I rapidly learnt the operations, technology, and regulations involved in creating a global workforce middleware platform (including data systems, RBAC, and OAuth). Meanwhile, in my current role at Orkes, a cloud-based orchestration platform, I have honed a deep understanding of the developer persona and enterprise architecture in close collaboration with product and customer engineering teams. These experiences leave me well-placed to create effective yet engaging documentation content for Rippling's target audiences.

Throughout my career, I have owned and delivered multiple complex documentation projects across shifting priorities and rapid product releases. In my current role at Orkes, I have initiated a documentation audit to identify key content gaps and implemented a revamp (impacting over 200+ pages) in close consultation with stakeholders, while ensuring timely updates for the ongoing releases. These efforts have led to a clearer and more comprehensive documentation site, resulting in more effective self-service (with fewer doc-related support tickets) and increased user engagement. Across my roles, I have leveraged information architecture techniques and topic-based authoring to strategize clear, thorough documentation journeys across quickstarts, developer tutorials, reference materials, API documentation, and other content forms like diagrams and videos.

 I thrive on getting to the bottom of things and synthesising them into clear, digestible content. Throughout my time at Orkes, I have become a domain expert on the product itself, helping to bridge understanding for non-technical folks in the company. In terms of technical writing knowledge, I am well-versed in both the docs-as-code approach and the more traditional approach of single-sourcing and metadata. The rigor and organization in my approach to creating technical content has translated into strong project management skills as well, and I drive projects in an organized yet timely manner in a fast-paced environment.

Most importantly, I believe that good documentation takes a village to create. To facilitate the knowledge excavation pipeline, I prioritize constant self-learning, developing close stakeholder relations with developers, and honing a deep understand the target user. I actively test and validate the products and

documentation that I am responsible for, collaborate with other teams to enhance the documentation, and proactively seek out improvements, through competitive analysis and customer feedback. Here is my portfolio for a more detailed look at my working process: https://itsliv.notion.site/Liv-s-Writing-Portfolio-3dfc78d4983d41a1acb23d8950b099da

I would be delighted for the opportunity to speak with the team to further discuss how my experience can be an asset to Rippling's documentation needs and priorities, as well as to learn more about the company's processes.

Thank you for your time and consideration.

Sincerely,

Liv Wong