LIV WONG

✉ liv.wongg@gmail.com 📱 +65 86565822 in /livw 💼 Portfolio

Technical communicator and research editor with **2.5 years of experience in producing high-volume technical documentation and articles in technology and finance.** Proficient in editing, content operations, and cross-functional collaboration. Detail-oriented English Language undergraduate well-versed in multitasking across tight deadlines and working independently with a proactive mindset.

EXPERIENCE

Technical Writer at Orkes   Mar 2024 - Present
Orkes is a remote technology start-up for orchestration tools.
- Initiated and led content audit for documentation and blog to drive its strategy, increasing customer satisfaction and doubling engagement metrics
- Strategically managed technical content strategy based on latest industry research and trends, GA4 and SemRush analytics, and current marketing plans in a remote, cross-functional team
- Collaborated with subject matter experts (SMEs) and conducted research to write and update technical content across multiple deadlines and priorities, improving content accuracy, clarity, and organization
- Provided timely and stringent editoral reviews across all content verticals (blogs, documentation, whitepapers, newsletters, social media, webinar scripts) to ensure content quality and consistency
- Optimised content operations by creating reusable templates, content runbooks, and a style guide, reducing turnaround time, enhancing brand consistency, and elevating in-house standards

Founding Technical Writer at Marco Payroll   Jun 2023 - Dec 2023
Marco Payroll is a global workforce engagement start-up.
- Led, planned, and authored SaaS product guides from scratch based on product tests and interviews with subject matter experts (SMEs)
- Leveraged latest industry standards to write API documentation and code samples, enhancing usability
- Optimised content operations by creating reusable templates and a style guide, reducing turnaround time and enhancing brand consistency
- Managed website development and content translation, coordinating a remote cross-functional team to deliver timely project deliverables

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.
- Planned and authored product and developer guides for key BytePlus products (Recommend, Effects, Video Editor SDK, Audio SDK) using topic-based authoring
- Collaborated with stakeholders in remote global product teams to obtain and review content, ensuring information accuracy and completeness
- Led cross-cultural 4-member team to translate and publish Chinese/English technical writing blog, enhancing writing standards company-wide
- Contributed key standards to style guide and participated in peer reviews

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 (V.I.P. System), dispute resolution (Visa Resolve Online), and internal UI (Finance) using topic-based authoring
- Handled publishing, version control, single-sourcing in SDL Tridion and Oxygen

EDUCATION

National University of Singapore, University Scholars Program (USP)   Aug 2018 - Dec 2022
BA Hons in English Language (Linguistics)

SKILLS AND INTERESTS

Tools: Microsoft Office, Google Suite, Lark, GA4, SemRush, Jira, Teams, Slack
Languages: English - native proficiency, Chinese - working proficiency, Japanese - working proficiency
Interests: Sustainability, Technology, Art

PROJECTS

Cofounder and Editor at PLAYSET! Literary Magazine   Jun 2019 - Aug 2022
- Led 5-member team to publish 11 issues and provided critical feedback for >180 literary submissions