

## LIV WONG

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Technical editor with **2.5 years of research and editing experience in the technology sector** and a BA (Hons) in English Language. Proven ability to work closely with cross-functional teams to design and produce clear developer documentation (API, SDK, guides, references, release notes) across competing deadlines. Familiar with docs-as-code, programming fundamentals, and enterprise architecture.

### 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 structure through close collaboration with customer, product, and engineering teams.
- Edited and published SEO-optimized developer docs, quickstarts, tutorials, SDK/API references, and release notes across shifting deadlines using version control.
- Drafted and designed 4-5 technical/non-technical articles and diagrams each month based on latest industry trends, 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, Postman, 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 and migrated 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, edited, and migrated 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 (2018 - 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, Python
- **Tools:** Microsoft Office (Excel, Word, PowerPoint), Google Suite, Adobe Suite, GitHub, Slack, GA4, SemRush
- **Languages:** English—Native proficiency; Chinese—Working proficiency; Japanese—Working proficiency