

LIV WONG

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

Strategic Technical Communicator with **2.5 years of research and editing experience in the technology sector** and a BA (Hons) in English Language. Proven ability to produce clear and concise documentation, translate it into different formats across multiple deadlines, and engage with diverse stakeholders remotely. Well-versed in docs-as-code, programming fundamentals, and enterprise architecture, looking to further specialize in AI.

RELEVANT EXPERIENCE

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.
- Published and peer reviewed SEO-optimized feature guides, developer docs, quickstarts, tutorials, reference guides, and more on a regular, agile basis using docs-as-code.
- Managed and created 4-8 technical/non-technical articles 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, 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

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

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