

LIV WONG

✉ liv.wongg@gmail.com

in [linkedin.com/in/livw/](https://www.linkedin.com/in/livw/)

📄 [technical writing portfolio](#)

📍 Singapore

Dear Latitude team,

I am Liv, a technical writer with 2.5 years of experience in managing SaaS product and developer documentation and creating technical content for different audiences. Equipped with both technical and editing prowess, I am thrilled to apply for the Technical Writer position at Latitude. 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.

Throughout my roles, 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 the latest industry standards, information architecture techniques, and topic-based authoring to **strategize clear, thorough documentation journeys across quickstarts, developer tutorials, reference materials, API documentation, technical diagrams, and more**. Some of my favourite doc portals include OpenAI and Astro.

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 knowledge, I am **well-versed in the docs-as-code approach**, comfortable with using developer tools like GitHub, Swagger, and the terminal, and conversant in industry knowledge from cloud enterprise architecture and microservice patterns to core concepts like asynchronous programming and concurrency. I am constantly learning, and I enjoy diving deep into technical subjects and finding ways to simplify it. With prior knowledge of C and Python, I am confident in my grit and ability to master new technical knowledge and skills quickly.

My ethos as a technical writer is to put myself in the user's shoes. Rather than simply transcribing the information I get from stakeholders, I approach creating documentation in a structured process: I begin by crafting a developer persona (is it for an experienced developer or a newcomer?), then compile all available resources. Thereafter, I speak to developers and actively test and validate the documentation that I am responsible for. To facilitate a constant source of developer contribution and user feedback, I prioritise cultivating good rapport with developers, solutions architects, as well as customer success and product teams. Here is my portfolio for a more detailed look at my working process: [Portfolio](#)

LIV WONG

✉ liv.wongg@gmail.com

[in linkedin.com/in/livw/](https://www.linkedin.com/in/livw/)

[📄 technical writing_portfolio](#)

[📍 Singapore](#)

I would be delighted for the opportunity to speak with the team at Latitude to further discuss how my experience can translate to the company's documentation needs.

Thank you for your time and consideration.

Sincerely,

Liv Wong