

LIV WONG

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

Technical communicator and content strategist with **2.5 years of experience in leading product and developer documentation in technology and finance**. Proficient in information architecture, content operations, and product testing. Detail-oriented English Language undergraduate adept in writing, software fundamentals, and cross-functional collaboration.

EXPERIENCE

Technical Writer at Orkes

Mar 2024 - Present

Orkes is a technology start-up for orchestration tools.

- Initiated and led content audit for documentation and blog verticals, and implemented key recommendations, increasing customer satisfaction and doubling engagement metrics
- Strategised documentation structure and updated product and developer guides based on product tests and SME interviews, improving content accuracy, clarity, and organization
- Leveraged latest industry standards to update and author API documentation and code samples
- Optimised content operations by creating reusable templates, content runbooks, and a style guide, reducing turnaround time, enhancing brand consistency, and elevating in-house best practices
- Provided regular performance insights and recommendations based on GA4 and SemRush analytics
- Strategically managed and created technical and non-technical blogs and social media content based on latest industry trends and SEO keyword research in a remote, cross-functional team

Tools: Markdown, HTML, GitHub, Docusaurus, TechSmith Snagit

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 SME interviews
- Leveraged latest industry standards to update and author 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

Tools: Markdown, Archbee, Swagger, 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.

- 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

Tools: Markdown, HTML, ReadMe, TechSmith Snagit

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

Tools: DITA XML, SDL Tridion Docs, Oxygen XML Editor, Jira

EDUCATION

National University of Singapore, University Scholars Program (USP)

Aug 2018 - Dec 2022

BA Hons in English Language (Linguistics)

Relevant coursework: Programming Methodology (C), Introduction to UX Design, Writing & Critical Thinking

SKILLS

Technical: Git, GitHub, Markdown, HTML, JSON, OpenAPI specification, DITA, XML

Tools: Microsoft Office, Google Suite, Lark, GA4, SemRush