

LIV WONG

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

Strategic Technical Communicator with **2.5 years of research and editing experience in technology and finance sectors**. Proven ability to analyze complex information, produce clear and concise documentation under deadline, and engage with diverse stakeholders. Detail-oriented, analytical, and driven, taking ownership to solve problems and refine processes.

CORE COMPETENCIES

- **Research & Analysis:** Proficient in conducting in-depth research and synthesizing information to produce accurate technical content.
- **Communication:** Excellent written and verbal communication skills; experienced in engaging with diverse stakeholders across the globe.
- **Content Strategy:** Skilled in leveraging analytics to develop content strategy that aligns with organizational goals and user needs.

RELEVANT EXPERIENCE

Technical Writer at Orkes

Mar 2024 - Present

- Initiated comprehensive content audit, leading to 100% increase in user engagement and greater customer satisfaction within 6 months.
- Revamped >200 pages of technical documentation, enhancing content accuracy, clarity, and organization through regular collaboration with subject matter experts.
- Developed reusable templates, content runbooks, and a style guide, reducing content creation time by 30% and elevating in-house best practices.
- Managed and created 4-8 technical/non-technical content each month based on latest industry movements and SEO research, increasing website traffic by 150% and organic lead generation by 500%.
- Provided regular insights and strategic recommendations based on GA4 and SemRush analytics.

Founding Technical Writer at Marco Payroll

Jun 2023 - Dec 2023

- Authored comprehensive SaaS product guides and API documentation from scratch based on product tests and SME 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.

Technical Writer Intern at ByteDance

Sep 2022 - Mar 2023

- Authored suite of technical guides for 4 BytePlus products 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.

CEO Office Intern at Design Prodigy

Dec 2018 - Jan 2019

- Conducted research to produce a 26-page 2019 marketing predictions whitepaper as content resource.
- Used digital marketing strategies (brand storytelling, semantic SEO) to rewrite website, driving traffic.

Freelance Content Writer at WOWabouts

Jan 2018 - Mar 2018

- Researched and wrote 155 creative travel articles each month for online travel platform.

EDUCATION

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

Relevant Coursework: Quantitative Reasoning Foundation, Programming Methodology (C), Decision Analytics

OTHER SKILLS

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