

# JIREH KANG

## Technical Writer

Contact: jireh.k.kang@gmail.com • 312-219-8154

Location: Albany, CA

Profile: linkedin.com/in/jirehkang/

Portfolio: jirehkang.github.io/writing-portfolio/

## EDUCATION

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### Northwestern University, School of Communication

Bachelor of Arts in Communication Studies and International Studies

June 2016

Evanston, IL

## EXPERIENCE

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### Nexon

Seongnam, Korea

*Manager, Technical Writing Unit*

July 2024 – Feb 2025

- Managed 4 writers, implementing content strategies that elevate documentation quality and enhance developer experience
- Led the migration of 1,500+ documents for a site renewal, restructuring content architecture to improve discoverability
- Accelerated site launch by a week through proactive management of shifting timelines and cross-functional coordination
- Defined and executed the documentation roadmap, aligning priorities with product releases and stakeholder needs
- Delegated tasks based on writers' strengths, boosting efficiency and content accuracy while fostering skill development

*Technical Writer*

May 2023 – Feb 2025

- Created and updated 70+ API/SDK documentation, manuals, and user guides, ensuring clarity for diverse audiences
- Collaborated closely with developers and SMEs to validate technical accuracy and tailor content to support user goals
- Established standard Git workflows and Markdown templates, improving version control precision and reducing rework
- Integrated Jira and Figma into work processes, optimizing task tracking, project visibility, and cross-team communication
- Led cross-functional efforts to fix UI styling inconsistencies, enhancing readability and cutting formatting errors by 15%

### Sendbird

Seoul, Korea

*Technical & UX Writer*

Nov 2021 – March 2023

- Authored API/SDK documentation for 5 features and updated 50+ outdated guides, improving the integration experience
- Reduced documentation backlog items by 50% through proactive coordination with PMs, developers, and designers
- Optimized writing and review processes by merging three fragmented style guides into a single, standardized framework
- Increased content consistency across 20+ screens by developing reusable copy components, enhancing team efficiency
- Strengthened product UX by crafting intuitive UI copies and providing insights into making design and technical decisions

### Kim & Chang

Seoul, Korea

*Content Editor*

June 2017 – Nov 2021

- Managed marketing content, maintaining brand consistency across brochures, articles, and newsletters to foster brand trust
- Designed and executed SEO strategies targeting high-value search terms, increasing rankings for over half of priority pages
- Oversaw mobile-friendly UI copy improvements during a site renewal, contributing to a 15% boost in mobile traffic
- Streamlined the review process by incorporating a content comparison tool, saving 2+ hours per week and reducing errors

### British Chamber of Commerce (BCKK)

Seoul, Korea

*Project Associate*

Oct 2016 – May 2017

- Facilitated strategic partnerships by arranging 30+ targeted meetings between British companies and local trade partners
- Identified and engaged with high-potential prospects through social media outreach, generating 5 new projects

## SKILLS

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**Languages & Frameworks:** HTML, CSS, JavaScript, React, Node.js, Markdown, Git

**Tools:** GitHub, GitLab, VSCode, Postman, Confluence, Jira, Figma