Kendra Johng
Technical Writing Portfolio

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Introduction:

Hi! I'm Kendra (Dadisman) Johng, a creative and experienced technical writer, dedicated to developing fundamental policies and procedures for clients of various industries such as technology, manufacturing, safety, pharmaceutical, health insurance, medical devices, digital marketing, etc.

Currently, I am a consultant to the U.S. Environmental Protection Agency (EPA) with Systalex Corporation, supporting various drinking water applications. When managing project deliverables and tracking project metrics, I focus on continuous process improvement, compliance with internal/external standards and regulations, and effectively identifying and mitigating risks. Communicating and collaborating with clients, project managers, product owners, Subject Matter Experts (SMEs), database analysts, cloud architects, developers, and testers is imperative when creating quality documentation throughout the entire development life cycle.

Please refer to my LinkedIn profile for a more comprehensive list of responsibilities regarding my professional experience. When I'm not staring intensely at three monitors to collaborate with teams or review and edit documents, you'll find me outside skateboarding, or drawing with my iPad at a coffee shop. I look forward to working with you!

Professional Experience: 6+ years

Education: University of Arizona | Bachelor's Degree in Public Health

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Certifications:

- DHS Trusted Tester | Department of Homeland Security OAST | ID: TT-2302-03961 | 2023
- Authoring Accessible Documents Certification | Office of Accessible Systems & Technology (OAST) | 2022
    - Microsoft Office Word Documents, Microsoft Excel Documents, Microsoft Office PowerPoint Documents, PDF Documents
- Six Sigma Green Belt | Villanova | 2021
- Associate Safety Professional | BCSP | ID: ASP-32138 | 2020 – 2023
    - Certification expired; I elected to stop paying the annual ASP certification renewal fee since I am no longer working in the field of Environmental Health and Safety

Commission Invoice Process

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Revision History

Version	Description of Changes	Author	Approved By	Approved By Date
1.0	Initial document	Kendra Johng	[Client Name]	[MM/DD/YYYY]
2.0	Updated document figures to align with the new template	Kendra Johng	[Client Name]	[MM/DD/YYYY]

1. Purpose and Scope

The purpose of this document is to establish a process for completing the commission invoice and submitting it to the VP of Operations for approval. This procedure applies to all employees that participate in the selling of NFTs.

2. Responsibilities

The table below lists the responsibilities for all employes that participate in this procedure.

Role	Responsibility
All Employees	• Responsible for completing commission invoice forms by EOD on the 25th of every month. • Notify the VP of Operations of any technical issues or questions about expense reporting.
VP of Operations	• Review and approve the commission invoices. • Handle any issues that employees experience during this process. • Ensure all employees are trained in this procedure. • Send all commission invoice forms to the CEO for the final review, approval, and signature.
CSO	• Ensure all employees are trained in this procedure. • Perform the final review, approval, and signature of commission invoice forms.

3. Procedure

Use the diagram and corresponding table below to follow the steps for completing the Commission Invoice Template. Open the template for commissions located in Google Drive.

Create a copy of the commission invoice, then open the document to complete the form.

- [Redacted link here]

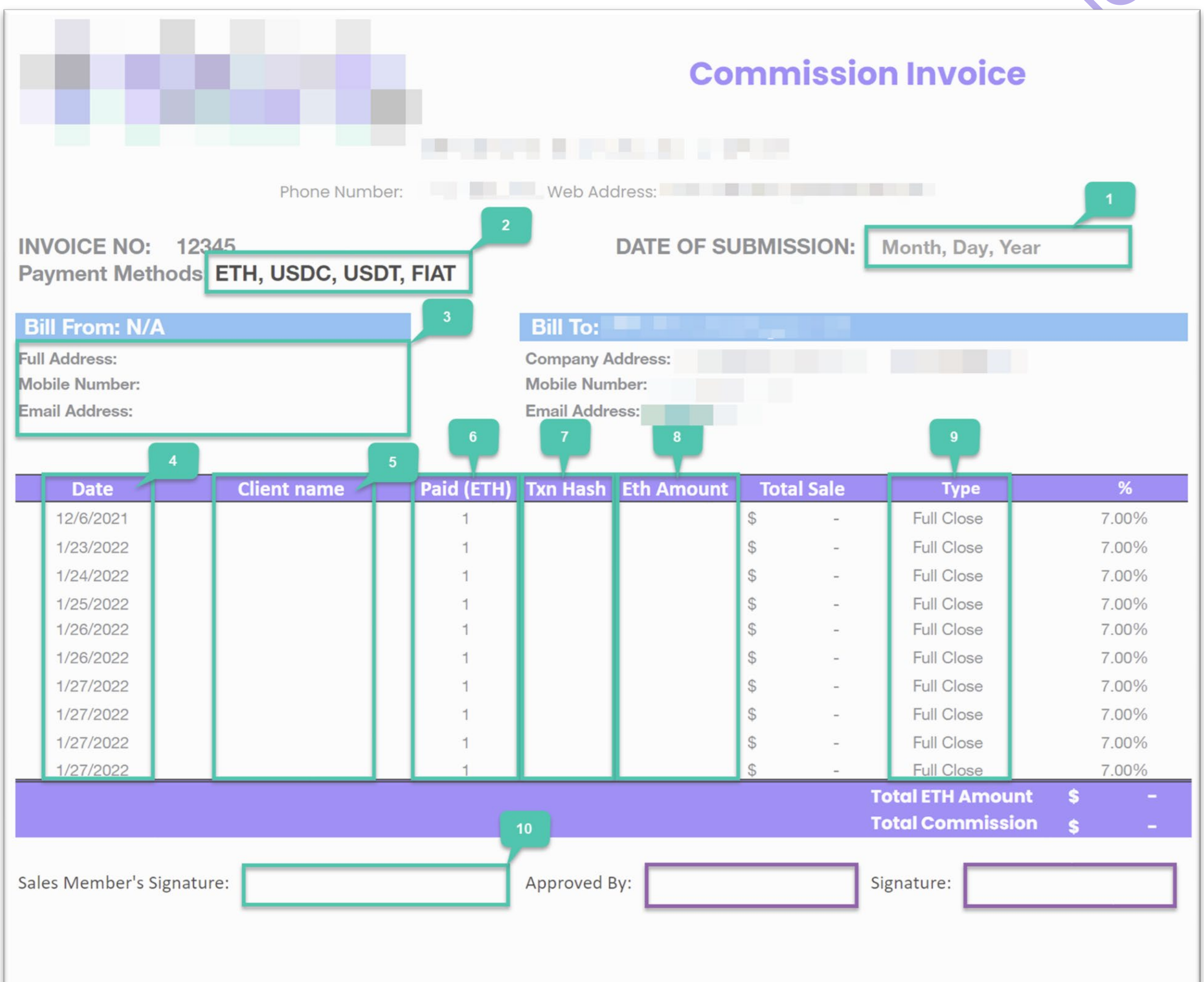
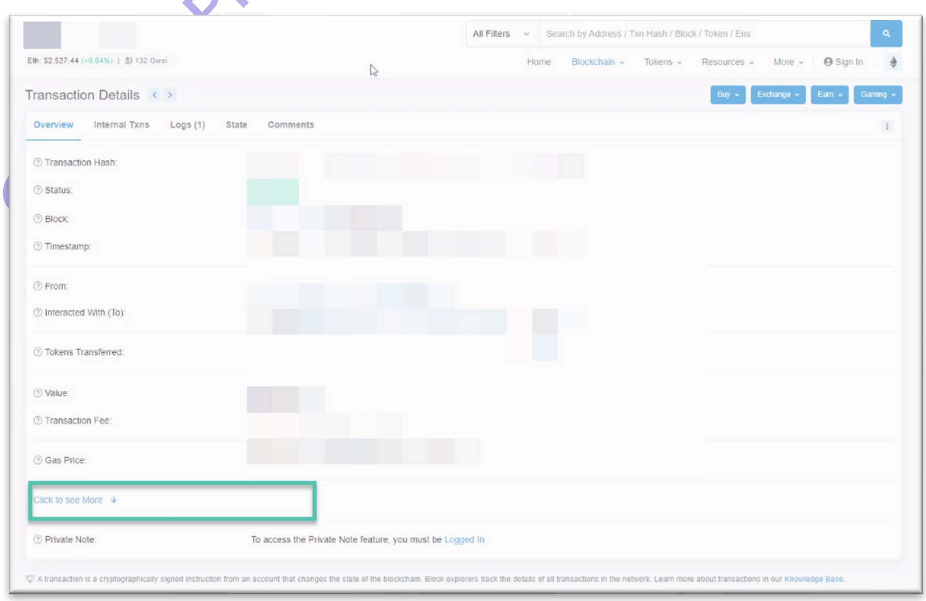


Figure 1 - Commission Invoice Template. Review the table below for details on the corresponding components/features.

#	Description
1	Enter the date for when this form will be submitted to the VP of Operations and the CEO.
2	Select one of the following payment methods listed: • ETH • USDDC • USDT • FIAT
3	Enter the billing information: • Full Address • Mobile Number • Email Address
4	Enter the sale date.
5	Enter the client's name. This will be based on the sales process (the person who bought the applicable NFT).
6	Enter the quantity of "Paid (ETH)". • 1 NFT = 1 ETH
7	Enter the transaction hash (Txn Hash) URL. • Transaction hashes are tracked in a spreadsheet, where the VP of Operations will manually enter them. • Copy and paste the link of the applicable Txn Hash manually by VP) **NOTE:** You will not receive a commission if payment does not go through.
8	Click the TxnHsh URL, then scroll to the bottom of the page to retrieve the "Eth Amount". • Copy and paste the Eth Amount (Txn Hash number) into the commission invoice form.  *Figure 2 - Screen to retrieve the "Eth Amount"*

<table>
<tr><th>#</th><th>Description</th></tr>
<tr><td>9</td><td>Select one of the dropdown options for "Type".

NOTE: The "Total Sale" and "%" columns are automatically calculated and do not require manual entry.

<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Full Close</td><td>Full 7% Commission</td></tr>
<tr><td>Only bringing in the sale (not closing)</td><td>Half commission, 3.5%</td></tr>
<tr><td>Only closing the sale</td><td>Half commission, 3.5%</td></tr>
</table></td></tr>
<tr><td>10</td><td>Sales member must sign the form before sending to the VP and CEO for review and approval.</td></tr>
<tr><td>11</td><td>Save this commission invoice form in Google Drive with the following naming convention:
[Firstname]_[Lastname]_[MMDDYY]_Commission Invoice</td></tr>
<tr><td>12</td><td>Send an email to the VP of Operations and attach a link to the commission file in Google Drive.</td></tr>
<tr><td>13</td><td>VP of Operations will review the commission invoice form.

<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>The form is approved</td><td>VP of Operations will send the form to the CEO for the final approval and signature</td></tr>
<tr><td>The form is rejected</td><td>VP of Operations will send the form back to you for additional changes and feedback. Feedback may also be communicated via Slack message.
Follow steps #12 and #13 again.</td></tr>
</table></td></tr>
<tr><td>14</td><td>End of process</td></tr>
</table>