



# Kendra Johng

## Technical Writing Portfolio

**Last Updated:** March 2023

### 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

### LinkedIn:

[www.linkedin.com/in/kendra-johng/](https://www.linkedin.com/in/kendra-johng/)

**Email:** [kendrajohng@gmail.com](mailto:kendrajohng@gmail.com)

### 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

# How to List Your First Product on Amazon Seller Central

Notes about this project's scope of work:

- The client requested a quick turnaround, which limited me to a basic SOP format.
- The client requested the scientific numbering format for the instructions.
- The client also requested that screenshots be included, but the screenshots were not to be heavily edited (i.e., outlining specific components/features on the screen that would help users identify the exact action required from a specific instruction).
- The client requested that I simply start the SOP and get as far as I could with the time he budgeted for.

## I. Purpose

I.1. This Standard Operating Procedure (SOP) describes the process for listing your first product on Amazon Seller Central.

**NOTE:** You must have an Amazon-approved Brand Name before making your listing. See 4.7 for details.

## 2. Scope

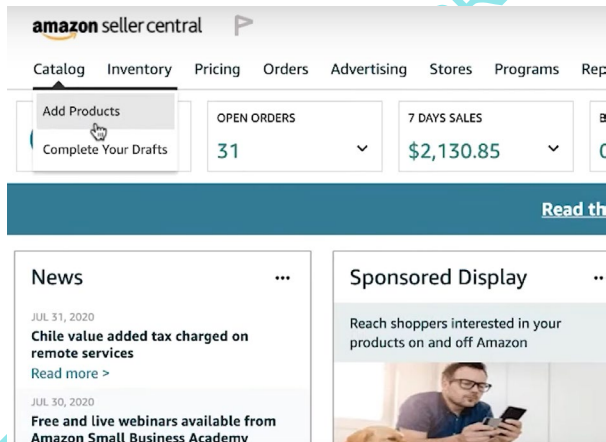
2.1. This procedure applies to individuals choosing to list their first product on Amazon Seller Central.

## 3. Procedure

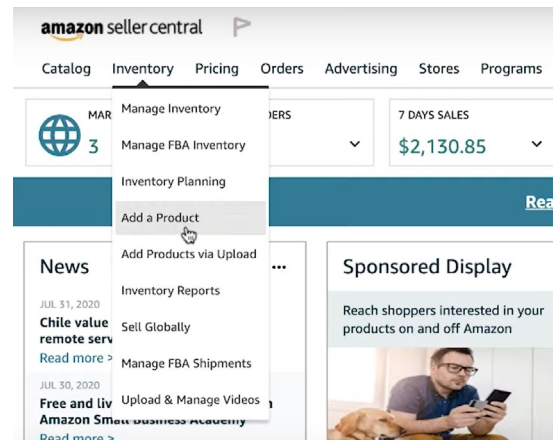
3.1. Navigate to the Amazon Seller Central website.

3.2. Select “Add Products” from the “Catalog” drop-down menu.

**NOTE:** “Add Products” can also be found under the “inventory” drop-down menu.



“Add Products” via “Catalog” drop-down



“Add Products” via “Inventory” drop-down

3.3.

3.4. Select “I’m adding a product not sold on Amazon”.

To begin adding products

## Find your products in Amazon's catalog

[I'm adding a product not sold on Amazon](#)[I'm uploading a file to add multiple products](#)

3.5. On the “Select a product category” page, scroll down to the bottom and type in your applicable search words. Then click the “magnifying glass” icon.

Search

3.6. A list of categories will populate. Click the “Select category” button for the category of your choosing.

Search

10 matching categories found

☆ Amino Acids

Pet Supplies > Cats > Health Supplies > Supplements & Vitamins > Amino Acids > Amino Acids

Select category

☆ Hip & Joint Care

Pet Supplies > Dogs > Health Supplies > Hip & Joint Care > Hip & Joint Care

Select category

☆ Hip & Joint Care

Pet Supplies > Cats > Health Supplies > Hip & Joint Care > Hip & Joint Care

Select category

☆ Hip & Joint Care

Pet Supplies > Horses > Health Supplies > Hip & Joint Care > Hip & Joint Care

Select category

3.7. Select “UPC” from the Product ID drop-down menu.

**NOTE:** UPC is the acronym for Universal Product Code. Refer to [XYZ] document for more details on obtaining a UPC.

Pet Supplies > Dogs > Health Supplies > Hip & Joint Care > Hip & Joint Care

ⓘ

When multiple sellers sell the same product through a single detail page, we combine and present the best product data to ensure customers get the best experience.

Product ID ⓘ

Once submitted, this field cannot be changed

\* Product Name ⓘ

\* Brand Name ⓘ

-Select-

-Select-

GTIN

EAN

pzn

GCID

ISBN

UPC

3


The information contained in this document is confidential and property of [Company Name]. No portion may be disclosed or reproduced without written consent from the owner.



3.8. Complete the rest of the form—Product Name, Brand Name, and Manufacturer. Then click the “Submit” button.

**NOTE:** Ensure keyword research is done beforehand to create a specific/detailed Product Name.


If...	Then...
You receive a 5665 Error Code	Before making your first listing, email proof of product prototypes to Amazon for approval.


Pet Supplies > Dogs > Health Supplies > Hip & Joint Care > Hip & Joint Care

 When multiple sellers sell the same product through a single detail page, we combine and present the best product data to ensure customers get the best experience.


Product ID  292192191232 UPC 

Once submitted, this field cannot be changed

\* Product Name  Tommy Bahama 'Shades of Paradise' Polo Large Blue

\* Brand Name  Sonny Brook Hams

To list your products after your brand is enrolled, enter the brand name exactly as you submitted it for brand approval, and specify a unique value for the Key Attribute that you selected in the brand registry application. You can always edit the product details later in Manage Inventory.

\* Manufacturer  Sony, Kitchen Aid, Microsoft

Cancel

3.9. Choose one of the “Variations Theme” options listed in the drop-down menu (if applicable to your product). Then, specify the variation and click “Add Variations” (if applicable).

To list variations (for example, same product in different size or color), begin by selecting view [how to create product variations](#).

Variations Theme

SizeName 

You need to specify at least one variation child, because of the value selected under **Variations Theme**

List all your variation terms for the themes below.

For the fields below, list the variations that exist for your products. For example, if you're White and Black, list all those terms. This is necessary even if you don't carry every color to remove any invalid variations. See an example, and [Learn more](#).

Size 

500MG

Example: 2T, 6X, 12, Small, X-Large, 18 months, 14 Tall, 28Wx32L

Add Variations

3.10. Complete the following fields for the variation you choose.

3.11. Select the “Offer” tab from the top menu bar.

3.12. Select “Advanced View” in the top, right corner of the screen. This allows you to view all advanced fields to complete.

To list variations (for example, same product in different size or color), begin by selecting view [how to create product variations](#).

**Variations Theme**

You need to specify at least one variation child, because of the value selected under **Variations Theme**

**List all your variation terms for the themes below.**

For the fields below, list the variations that exist for your products. For example, if you're White and Black, list all those terms. This is necessary even if you don't carry every color to remove any invalid variations. See an example, and [Learn more](#).

**Size**


Example: 2T, 6X, 12, Small, X-Large, 18 months, 14 Tall, 28Wx32L


3.13. Complete the following fields for the variation you choose.


**NOTE:** Fields marked with an asterisk (\*) are required.


<b>*Your price</b>	This price will be higher than the Sale Price (below).
<b>Seller SKU</b>	Ensure the seller SKU is recognizable.
<b>Sale Price</b>	This price will be lower than Your Price (above).
<b>Sale Start Date</b>	Set as desired.
<b>Sale End Date</b>	Set the End Date as far out as possible.
<b>Manufacturer's Suggested Retail Price</b>	Field Not Used
<b>*Condition</b>	Select applicable condition from the drop-down menu.
<b>Condition Note</b>	Add if applicable.
<b>Product Tax Code</b>	Field Not Used
<b>Handling Time</b>	Field Not Used
<b>Restock Date</b>	Field Not Used
<b>Offering Can Be Gift Message</b>	Select these options to give customers additional gift options.


<b>Is Gift Wrap Available</b>	
<b>Max Order Quantity</b>	Set limit for how many products one customer can purchase at a time.
<b>Start selling date</b>	Field Not Used
<b>Shipping-Template</b>	Field Not Used
<b>Fulfillment Channel</b>	Select “Amazon will ship and provide customer service (Fulfilled by Amazon)”


Condition Note 


Product Tax Code 


Handling Time 

Restock Date 

Offering Can Be Gift Messaged  ☒


Is Gift Wrap Available  ☒

Max Order Quantity 


Start selling date 

3.14. Select the “Images” tab from the top menu bar.

**NOTE:** It is not necessary to complete the “Compliance” tab from the top menu bar.

Vital Info Variations Offer Compliance **Images**  Description Keyword




Pet Supplies > Dogs > Health Supplies > Hip & Joint Care > Hip & Joint Care

 When multiple sellers sell the same product through a single detail page, we combine and present the best possible experience.

**Your image recommendations**

Upload your recommendations for product images.

**See image guidelines**

 Upload  Upload  Upload

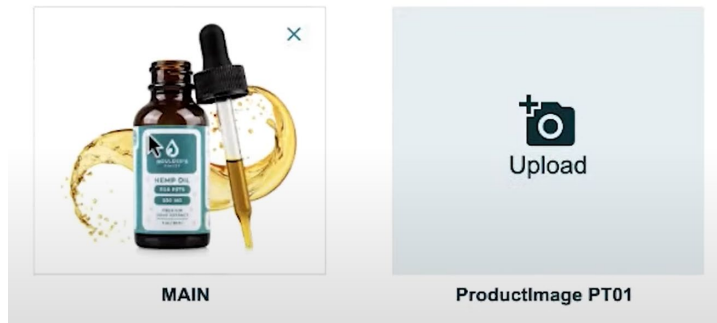
3.15. Select the “camera” icon to upload an image.

**NOTE:** The first uploaded image should ALWAYS be on a white background. See example below.

**Your image recommendations**

Upload your recommendations for product images.

[See image guidelines](#)



3.16. The remainder of these instructions were completed by my client.

**Revision History**

Version	Date of Revision	Author	Change(s)
1.0	[MM/DD/YYYY]	Kendra Johng	Initial version