

Jordan Yan

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Education

UNIVERSITY OF HOUSTON

Bachelors of Arts, English

Relevant Coursework: Technical Communications, Professional Writing, Advanced Composition

Houston, TX

December 2025

GAINWELL TECHNOLOGIES

Technical Writer Intern

Irving, TX

May 2025 – Aug 2025

- Contributed to 80-page Project Management Plan and Software Design Document that was converted into the team's permanent Standard Operating Procedure (SOP) for EDI workflows
- Wrote and revised 6 companion guides for Washington D.C. EDI team, reducing vendor onboarding questions by ~30%
- Designed and presented interactive Power BI vendor-tracking dashboard to 15+ stakeholders, adopted for ongoing project monitoring
- Consolidated 20+ SME contributions into final deliverables under aggressive deadlines while maintaining HIPAA and ASC X12 compliance

GULF COAST JOURNAL

Editorial Intern

Houston, TX

Sept 2024 – May 2025

- Edited 50+ submissions and managed full publication cycle for 3 print/digital issues serving 2,000+ readers
- Implemented new submission workflow that cut average review time from 14 to 7 days

Selected Achievement

FINALIST – Arm Graduate Technical Writer

Austin, TX

- Advanced to final panel interview stage with Staff & Senior Information Developers; recognized for strong communication skills and growth potential

Additional Experience

UNIVERSITY OF HOUSTON WRITING CENTER

Houston, TX

Writing Center Lead

Jan 2024 - May 2025

- Designed and delivered workshops on research, editing, and technical writing best practices for 100+ students
- Expanded access to writing support through new outreach initiatives

BREAKTHROUGH CENTRAL TEXAS

Austin, TX

Teaching Fellow

Jun 2024 - Aug 2024

- Created lesson plans and visual aids that improved student comprehension of college-application essays by 25+ percentage points

Skills

Tools → Markdown, Doxygen, Mermaid, Power BI, Git/GitHub Pages, Confluence/Jira

Standards → HIPAA, ASC X12 EDI 5010, Plain Language

Languages → English (Native), Mandarin & Cantonese (Fluent)