

Jordan Yan

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<https://kopyk.github.io/portfolio/>

Education

UNIVERSITY OF HOUSTON
Bachelors of Arts, English Literature

Houston, TX
December 2025

Experience

GAINWELL TECHNOLOGIES

Irving, TX

Technical Writer / Workflow Documentation Specialist Intern

May 2025 – Aug 2025

- Authored a Project Management Plan (PMP) and Software Design Document, the latter evolving into a Standard Operating Procedure (SOP) adopted for ongoing use.
- Produced and edited companion guides for the EDI team in the District of Columbia, improving clarity and usability.
- Integrated team contributions into project documentation; edited, proofread, and finalized deliverables.
- Presented a Power BI analytics dashboard for vendor tracking, demonstrating documentation and functionality to stakeholders.

GULF COAST JOURNAL

Houston, TX

Editorial Intern

Sept 2024 – May 2025

- Managed editorial workflows and publication timelines.
- Edited, formatted, and provided feedback on submissions to improve clarity, coherence, and adherence to guidelines.
- Produced and distributed digital/print issues, ensuring accuracy and style consistency.

BREAKTHROUGH CENTRAL TEXAS

Austin, TX

Teaching Fellow

May 2024 – Sept 2024

- Created and delivered instructional materials to diverse audiences, simplifying complex concepts.
- Presented student progress and program outcomes to partner organizations.
- Supported educational equity through collaborative teaching and mentoring.

Leadership and Activities

UNIVERSITY OF HOUSTON WRITING CENTER

Houston, TX

Writing Center Lead

January 2024 - May 2025

- Expanded access to writing support services through new initiatives.
- Designed and delivered workshops on editing, research, and writing best practices.
- Selected as a Guest Speaker in Advanced Composition course to present research and writing techniques to an academic audience.

Skills

Technical: Microsoft Word, Google Docs, Markdown, HTML, Doxygen, Mermaid, Power BI, GitHub Pages, Documentation Development, Formatting, Proofreading, Plain-Language Writing

Standards: HIPAA, ASC X12N 5010

Research & Analysis: Content Structuring, Source Evaluation, Information Synthesis

Languages: English (Fluent), Mandarin (Fluent), Cantonese (Fluent)