Aleyssa Andrea Sanchez
Technical Writer

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PROFILE

I am a software technical writer with 4+ years of experience in creating end-user and developer documentation. I also have a background in software development and visual design.

CAREER

Senior Technical Writer - NCR Corporation (2015 – Present)

I plan, write, and manage documentation for retail and hospitality software. My responsibilities include:

- Creating user guides, installation guides, online help, release notes, API reference, and SDKs for end users and developers.
- Collaborating with developers, product owners, and product managers to establish technical specifications and determine the scope of the documentation.
- Integrating with scrum teams in an Agile environment using JIRA and Confluence tools that allow me to align document release with the product release.
- Leading the initiative on creating a quick reference guide for API documentation and department styles and standards.

Software Engineer - Accenture, Inc. (2011 – 2014)

I performed end-to-end software development from design, build, and testing for SAP ABAP program requirements.

KNOWLEDGE AND SKILLS

- Topic-based authoring
- API documentation
- Docs-as-code approach
- Plain language writing
- Agile methodology
- User experience
- Version control
- Visual and graphic design

TOOLS AND TECHNOLOGIES

- MadCap Flare
- GitHub
- Atlassian JIRA and Confluence
- Snagit
- Adobe Creative Suite
- TortoiseSVN
- SQL
- OpenAPI and SwaggerUI
- XML, JSON, Markdown
- HTML, CSS, Go

- Learning: Java, JavaScript, Python, C

E D U C A T I O N

University of San Carlos
> Bachelor of Science in Electronics and Communications Engineering
> 2006-2011

A C H I E V E M E N T S

- Certified SAFe 4 Agilist (2018)
- NCR R&D Excellence Award for Streamlined Cloud-based Publications (2017)
- Licensed Electronics Engineer (2012)

P O R T F O L I O

My official portfolio site is currently a work in progress. However, my writing style and samples can be found in the following links:

- API Documentation and Reference - API documentation for POS software.
- API Release Notes - API release notes published in GitHub.
- Charging a fee for shopping bags - feature documentation for a POS software user guide.
- Tip support - feature documentation for a POS software user guide.
- Installing Merchant Connect Multi - installation steps for payment solution software.

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I N T E R E S T S

One of my greatest passions is photography. I love to travel and read in my free time. I am also an avid runner and swimmer.