

Tim Liu (刘冰驰)

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Work Experience

Technical Writer @ Ant Financial | Sept. 2018 - ~

1. Big data products:
 - Improve embedded assistance to increase usability;
 - Develop **technical document** and **video demos**;
 - Provide training and support for internal / external users;
2. API platform: Develop **technical document for API platform**.

Technical Writer @ Agora.io | Mar. 2018 - Aut. 2018

1. Develop technical document for Agora SDKs:
 - Agora RTC SDK for Linux;
 - **Agora Gaming SDK**;
 - **Agora Recording SDK**.
2. Improve the design of the document center and the document structure based on research on user behavior.

Content Designer @ IBM (Shanghai) | Jul. 2016 - Mar. 2018

1. Develop **technical document** for IBM XL Compilers:
 - Develop document for **built-in functions**, GPU support options and other features;
 - Reform **Installation Guide** with workflow diagrams.
2. Develop a HTML parser to extract error messages from documents for **IBM Doc Buddy** mobile application.
3. Provide technical support for IBM content design team in China.

Project Experience

DeepInsight: BI platform @ Ant Financial | Sept. 2018 - ~

1. Develop **embedded assistance** with designers.
2. Develop **technical document**.
3. Produce **video demos**.
4. Deliver **training** for internal users, external users, and internal support team.
5. Deliver **workshops** for internal users. Educate the users by cases, share the ideas of both data analysis and business analysis, and introduce the advanced features.
6. Build the **internal support procedure** from scratch. Document, chat bot, customer success team and engineering team are involved. With the procedure, we can support users more efficiently and collects feedbacks easily.
7. Conduct **user interviews**.

Education

Master degree in optical engineering @ Sun Yat-sen University | Aut. 2013 - Jun. 2016

Exchange student @ Zhejiang University | Feb. 2011 - Aut. 2011

Bachelor degree in optical engineering @ Nanjing University of Post and Telecommunications |
Sept. 2009 - Jun. 2013

Skills

- CET6: 619 / 710
- Experience with DITA, ReST and Markdown.
- Experience with API document tools and Python.