

Tim Liu (刘冰驰)

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Highlights

1. Experience in recruiting, mentoring, and managing document development team.
 2. Experience in both English and Chinese technical content development, content strategy, and document project management.
 3. Experience in user/developer community operation, user/technical support lecturing, and product evangelism.
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Work Experience (2016 - ~)

Lead Technical Writer @ [ByteDance](#) | March, 2021 - ~

1. Responsible for the document of Real-time Communication ([VolcEngine](#) and [BytePlus](#)).
2. Responsible for the document of WebRTC Transmission Network ([VolcEngine](#)).
3. Built from ground: team of 5 writers, working procedures with stakeholders and toolchain for document development.

Staff Product Manager @ [Encoo Tech](#) | April, 2020 - March, 2021

1. Provide product training to ISVs and customers.
2. Product manager of low-code product.

Senior Technical Writer @ [Ant Group](#) | September, 2018 - April, 2020

1. Responsible for the document of [data products](#), including data warehouse, business intelligence products, A/B testing, etc.

2. Responsible for the video courses for in-house data product use promoting the culture of data-based decision making. The series got thousands of views in a quarter.

Senior Technical Writer @ [Agora.io](#) | March, 2018 - August, 2018

Responsible for the document of video communication SDK, gaming SDK, and recording SDK.

Content Developer @ [IBM](#) | July, 2016 - March, 2018

1. Responsible for the document of [IBM XL Compiler](#).
2. Tool focal of IBM technical writing team.

Education (2009 - 2016)

- Master of Optical Engineering @ Sun Yat-sen University | August, 2013 - June, 2016
- Exchange Student @ Zhejiang University | February, 2011 - August, 2011
- Bachelor of Optical Information Science and Technology @ Nanjing University of Posts and Telecommunications | September, 2009 - June, 2013