



# MARY NICOLE YABUT

## Technical Writer

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## KEY SKILLS

- Problem-solving and troubleshooting
- Detail-oriented
- Detailed mentoring
- Knowledge of quality standards
- Process workflow creation and review
- User manual creation
- Stakeholder management
- Improvement plans
- Technical documentation creation and evaluation
- Mobile payment research and development
- Extracurricular activities organization and management

## TECHNOLOGIES

- OpenAPI 3.0
  - Swagger
  - Redocly
  - Docusaurus
- Postman API Platform
- Atlassian
  - Confluence
  - JIRA
- Figma
- GitHub
- Microsoft Office Suite
- Google Workspace Suite

## CERTIFICATION

### Civil Service Eligibility (Honor Graduate)

Civil Service Commission – Quezon City, Philippines

- Certificate Number: NCR-240429-6726 100113241742

### Six Sigma: White Belt

Online Course – LinkedIn

- Certificate ID: 9fa5363e7dfae41dc9b03bd0f01230eb07bb8daef58790f322a9a2615cf4a74f

## EDUCATION

### Bachelor of Science in Information Technology, Major in Web Development

iACADEMY – Makati City, Philippines

- “Magna Cum Laude” Honors

## PROFESSIONAL EXPERIENCE

### Technical Writer – Professional

Samsung R&D Institute Philippines – Taguig City, Philippines

February 2024 – Present

- Develop and maintain specified documentation for the company’s mobile application available in other territories to be used by partners for their back-end server connection
- Back-end development API testing assistance before passing through QA testing with API documentation developed with OpenAPI 3.0
- Develop the company’s documentation on recent software developments, products, and services
- Create and evaluate documentation published in the company’s developer website
- Continuous collaboration with in-house back-end developers, QA teams, and product teams from multiple territories
- Assisted in research-initiated projects for the development of the company’s mobile payment application for the Philippine financial technology market
- Initiate communication with in-house legal teams, technology teams, and Android application developers for the development of the company’s mobile payment application
- Initiate user research within the company for user analytics of the Philippine financial technology market

### Technical Writer Level 2 – Product and Service Designer

Globe Telecom, Inc. – Information Professionals, Inc. – Taguig City, Philippines

December 2022 – January 2024

- Administering monthly accruals and payout for company partner products
- Initiate communication with company partners for financial improvement plans
- Monitor ongoing deals and existing accounts for products
- Documented service improvement plans for existing processes
- Assisted in service improvement plans for existing products
- Develop and maintains comprehensive and clear documentation for internal and external stakeholders that meets departmental standards and guidelines
- Obtain a deep understanding of products and services to translate complex product information into simple, polished, and engaging content
- Write user-friendly content that meets the needs of the target audience, turning insights language that sets our users, the internal stakeholders, up for success
- Develop and maintain detailed records of appropriate reference materials, including but not limited to research and design specifications
- Evaluate current content and develop innovative approaches for improvement

### UX/UI Developer and Business Analyst

Chimes Consulting – Manila, Philippines

August 2021 – July 2022

- Designed web pages through Figma
- Documented Use Cases, Test Cases, and Requirements for two projects
- Direct communication with clients during development and testing phases
- Assisted in various testing sessions and development within the development and quality assurance teams
- Assisted testers during User Acceptance Testing phase