

MARY NICOLE YABUT

Technical Writer

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PROFESSIONAL EXPERIENCE

Technical Writer – Professional

Samsung R&D Institute Philippines – Taguig City, Philippines

February 2024 – Present

- Create and maintain comprehensive documentation for the company's mobile payment application deployed in international markets, to support partners in integrating their back-end server systems
- Provide back-end API testing support prior to quality assurance, utilizing API documentation developed with OpenAPI 3.0
- Develop and evaluate documentation detailing the company's latest software developments, products, and services as published in the developer website
- Engaged in ongoing collaboration with in-house back-end developers, quality assurance teams, and product teams across multiple regions
- Played a key role in research-driven initiatives for the development of the company's mobile payment application for the Philippine fintech market, with a strong focus on technical coordination with legal, technology strategy, and Android development teams, as well as leading internal user research and analytics to inform product decisions

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 and assisted service improvement plans for existing processes
- Develop and maintain clear, comprehensive documentation for internal and external stakeholders in alignment with departmental standards, leveraging in-depth product knowledge to translate complex technical information into polished and accessible content
- Create user-centric content tailored to the needs of internal stakeholders, transforming insights into clear, actionable language that drives user success, while developing and maintaining detailed documentation of reference materials such as research findings and design specifications
- Evaluate current content and develop innovative approaches for improvement

UX/UI Developer and Business Analyst (Internship)

Chimes Consulting – Manila, Philippines

August 2021 – July 2022

- Designed web page layouts and user interfaces using Figma, and documented use cases, test cases, and requirements for two projects to support development and quality assurance processes
- Engaged directly with clients throughout the development and testing phases, and provided support to testers during the User Acceptance Testing (UAT) process
- Assisted in various testing sessions and development within the development and quality assurance teams

TOOLS & TECHNOLOGIES

- OpenAPI 3.0
 - Docusaurus
 - Redocly
 - Swagger
- Postman API Platform
- Atlassian
 - Confluence
 - JIRA
- Figma
- GitHub
- Microsoft Office Suite
- Google Workspace Suite
- Artificial Intelligence tools
 - Samsung Gauss
 - OpenAI ChatGPT

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
- AI prompt engineering

CERTIFICATIONS

Civil Service Honor Graduate

Eligibility

Civil Service Commission – Philippines

- Certificate Number: NCR-240429-6726
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EDUCATION

Bachelor of Science in Information Technology, Major in Web Development

iACADEMY – Makati City, Philippines

- “Magna Cum Laude” Latin Honors