

Peter Jun Park

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Summary of Skills and Qualifications

- Able to obtain and improve skills independently, quickly, and with thorough understanding.
- Strong writer and editor with professional training in making text more digestible and useful to readers.
- Able to conduct interviews and audience analyses with subject matter experts to inform content.
- Excellent collaborator and receptive to feedback.
- Knowledgeable in single-source, topic-based authoring best practices and strategies.
- Proficient with Atlassian Suite (Jira, Confluence), Google Workspace, SEO analytics, CMS platforms, Markdown, HTML, CSS, DITA XML, and oXygen.
- Familiar with the agile project management framework and the software development life cycle.

Relevant Experience

Technical Writer — Trapeze Group

Sep. 2022 – Sep. 2023

- Created educational materials, how-to guides, API documentation, ICDs, and technical user manuals using DITA XML and the oXygen authoring tool.
- Collaborated with software engineers, product managers, and other stakeholders to inform technical documentation, update existing documentation, and develop content strategies.
- Followed a docs-as-code philosophy to enforce better version control, organize reviews of documentation, and keep documentation in sync with ongoing software changes.
- Stored and version controlled documentation with Git in combination with Azure DevOps and Bitbucket.
- Applied branding and standard formatting to documentation using custom CSS and Adobe Acrobat Pro.
- Sat in on developer scrums and sprint planning sessions to gather intel for documentation. Managed a documentation kanban board to manage my own tasks.

Technical Writer, CX — Toogood Financial Systems Inc.

Dec. 2021 – Aug. 2022

- Gathered technical information on software changes from product, dev, and QA teams via Jira. Wrote release notes and white papers in plain language using Google Docs to communicate these application changes to end users.
- Published user guides, help content, and other educational materials using a Confluence plugin to support users.
- Created custom documentation and educational materials for clients as needed in collaboration with the service team.
- Completed deliverables ahead of target deadlines, ensuring that relevant documentation is peer-reviewed and finalized in sync with new software releases in clients' UAT and production environments.
- Supported product and design teams by brainstorming and offering suggestions for UI microcopy.
- Helped restructure the online customer support centre to better accommodate support articles for a growing range of products and product features.
- Displayed an interest and willingness to learn new subject matter to better understand our products and clients.

SEO Marketing Specialist — Sukoshi Mart

Aug. 2020 – Dec. 2021

- Crawled and audited website using Screaming Frog and SEMRush. Made recommendations to stakeholders regarding duplicate content, internal links, site speed, and other ranking factors to ensure best practices are in place.
- Applied on-page SEO strategy to product page copy and meta data to increase ecommerce sales conversion. Edited product and category pages to improve UX and SEO, and eliminate duplicate content.
- Managed Search, Display, Shopping, Local, and Smart paid Google Ads campaigns, resulting in over 500% ROAS.

Education

Full Stack Coding Bootcamp, University of Toronto SCS

February 2023 – August 2023

- Topics include: HTML, CSS, JavaScript, MERN stack, API design, comp. sci., databases, version control, and deployment.

Fundamentals of Technical Writing, University of Waterloo Professional Development

Aug. 2021

- Topics include: technical writing conventions, research, audience analysis, formatting, and writing registers.

B.A. in English Studies, York University

Sep. 2015 – Apr. 2017; May 2018 – Dec. 2019

- Graduated with French Bilingual Distinction.