

Tao Li

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Profile

Extensive experience authoring high quality software documentation for a variety of audiences

Strong technical aptitude and very passionate about learning new technologies

Strong analytical skills and logical reasoning skills with acute attention to detail

Solid team player, professional attitude and work ethic

Highly adaptable to changes in direction and priorities

Hands-on with a strong curiosity to figure out how things work

Ability to quickly establish rapport with subject matter experts

Self-starter with the ability to work with minimal supervision in a cross functional environment

A proactive attitude to solving problems and delivering results

Comfortable working with command-line interfaces and code samples

Skills

Technical Writing Skills

Eight years of experience with structured authoring in DITA

Good at obtaining information through research, interviews, and experimentation

Demonstrated ability to do research and obtain technical content from subject matter experts and translate it into clear and concise documentation

Extensive experience writing for global audiences

Familiar with the IBM Style Guide, the Microsoft Manual of Style, and the Chicago Manual of Style

Tools and Computer Languages

Proficient with common tech comm tools such as Oxygen, Visio, Camtasia, and Framemaker

Proficiency in a UNIX/Linux environment (comfortable with UNIX commands and utilities such as chmod, umask, grep, sed, awk, and regex)

Some experience with HTML, CSS, Python, R, C, and Javascript

Knowledge of REST APIs

SQL, Non-SQL and rudimental big data Hadoop/Spark related knowledge

Proficiency with version control tools such as RCS, SVN, and git

Experience with workflow management tools such as ClearQuest and Rational Team Concert

Experience with continuous build tools such as Jenkins/Hudson

Familiar with cloud-based DevOps environments such as IBM Bluemix

Familiar with software development tools, processes and jargon such as source code management, agile development, smoke test, DevOps continuous integration

Extensive MathML and LaTeX knowledge

Experience with lightweight markup languages(such as Markdown), static site generators(such as Jekyll) and related documentation toolchains.

IBM

Information Developer

Jan 2012 - Present

IBM US and IBM Canada

Maintain IBM Risk Analytics software documentation for RiskWatch and Algo Scenario Engine and work on ad hoc projects as needed.

- Independently researching technical material and interviewing subject matter experts for technical

knowledge and interpretations

- Authoring and updating user guides, configuration guides, reference manuals, quick start guides, and API docs
- Writing release notes for each general availability release and monthly patches and maintaining known issues documentation
- Testing new features and procedures to ensure that our documentation is clear, concise, complete and relevant to the audience
- Submitting defect fix requests if bugs are identified during documentation
- Providing tooling support for subject matter experts who need to author content in DITA and MathML

Algorithmics¹

Technical Writer

Oct 2005 - Dec 2011

Toronto, Canada

Worked on a variety of products with the following duties:

- Maintained technical documentation for Algorithmics products
- Worked as a copy editor to support the Validation team for the financial models documentation
- Converted huge amount of FrameMaker files to DITA format

CCI

Technical Writer and Instructional Designer

July 2000 - Oct 2005

Toronto, Canada

Worked on many projects as lead technical writer.

- Researching, analyzing, and designing curriculum outlines
- Designing prototype lessons and writing course objectives and assessment questions
- Interacting with project managers and subject matter experts
- Managing outsourcing vendors

South West Institute of Electronic Equipment

Information Developer and Translator

July 1991 - March 2000

Cheng Du, China

Worked on different projects as information developer, translator and ad hoc interpreter.

- Wrote installation manuals and user guides based on specifications, notes and drawings provided by engineers to explain the installation, operation and maintenance of sophisticated electronic equipment
- Translated technical manuals and contracts from English to Chinese and vice versa

Education

¹IBM acquired Algorithmics at the end of 2011

B.Sc. in Applied Mathematics East China Normal University, Shanghai, China	<i>1987 - 1991</i>
Certificate in Information Design - Pass with Distinction University of Toronto, Toronto, Canada	<i>2000 - 2004</i>
Technical Writing Certificate Humber College, Toronto, Canada	<i>2004 - 2005</i>
Continuing Studies (Independent Coursework)	
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Learning API Writing 2 Udemy	<i>2016</i>
Statistical Inference Coursera	<i>2015</i>
Human Computer Interaction Stanford Online Course	<i>2014</i>
Intro to Databases Stanford Online Course	<i>2013</i>