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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.  
Knowledge of Python dev packages such as Canopy and Anaconda.  
  
**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

**Algorithmics** [[1]](#footnote-22)  
  
  
**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**  
  
  
**B.Sc. in Applied Mathematics *1987 - 1991***  
East China Normal University, Shanghai, China  
  
**Certificate in Information Design - Pass with Distinction *2000 - 2004***  
University of Toronto, Toronto, Canada  
  
**Technical Writing Certificate*2004 - 2005***  
Humber College, Toronto, Canada  
  
**Continuing Studies (Independent Coursework)**  
  
  
**Learning API Writing 2 *2016***  
Udemy  
  
**Statistical Inference *2015***  
Coursera  
  
**Human Computer Interaction *2014***  
Stanford Online Course  
  
**Intro to Databases *2013***  
Stanford Online Course

1. IBM acquired Algorithmics at the end of 2011 [↑](#footnote-ref-22)