Sijing Xie

self-aware, passionate, reliable, adaptable, creative

linkedin.com/in/sijing-xie

thesiege208.github.io/portfolio

1730 Lacassie Ave, Apt 1
Walnut Creek, CA 94596
(925) 577-3756
sijing.xie@gmail.com

EXPERIENCE

Veeva Systems Inc., Pleasanton, CA

Technical Writer

MARCH 2021 - PRESENT

- Collaborate with the CRM Product team to write admin-focused documentation, create admin-focused Arcade demos, and produce user-focused informational videos for CLM, Engage, Sync, Authentication, and Consent Capture in Vault CRM and Veeva CRM
- Contribute to and act as gatekeeper for the patch/hotfix notes, content creation guides, and developer documentation
- Respond to internal and external feedback to ensure documentation is accurate and up-to-date
- Use web development experience to design/maintain the home page and other elements of the CRM Flightpath website, as well as write and review user-focused training courses ("Flightpaths")

Associate Technical Writer

APRIL 2019 - MARCH 2021

- Collaborate with the CRM Product team to write admin-focused documentation and produce user-focused informational videos for MyInsights, MyInsights Studio, CLM, Sync, Authentication, Lightning, and Consent Capture in Veeva CRM
- Coordinate with documentation team to publish release notes on time and restructure/rewrite legacy documentation
- Own internal documentation for the CRM Management Console (CMC), an internal tool to test functionality
- Contribute to and act as gatekeeper for the CRM maintenance release notes, content creation guides, and CLM and MyInsights developer documentation

Organization for Transformative Works, Remote

AO3 Documentation Committee Staff (Volunteer)

JULY 2018 - OCTOBER 2021

- Collaboratively write, review, and maintain internal and AO3 user-facing documentation (e.g. FAQs and tutorials)
- Provide support to other AO3 committees with their documentation when needed
- Attend meetings to identify best practices for clear and accessible technical writing and to participate in discussions regarding committee policies and guidelines

SKILLS

MadCap Flare (MadCap Advanced Developer Expert Certification)

Camtasia
Salesforce (Salesforce Certified Administrator)
Git / GitLab / GitHub
HTML / CSS / JavaScript
WellSaid
Arcade Software
Markdown
Slack / MatterMost
Google Gemini
Jira
Confluence
Trello
Microsoft Office suite
Adobe Photoshop / Creative suite

LANGUAGES

English, limited working Mandarin Chinese, elementary Korean

UC Berkeley, Berkeley, CA — *B.A. Cognitive Science*

AUGUST 2014 - MAY 2018

- Took various computer science courses, including user interface design and development
- Collaborated on numerous group projects, especially involving web design and front-end web development