

CHRISTINE CHANG Technical Writer

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SUMMARY

I enjoy applying my skills in the interactive, visual, and rhetorical aspects of user experiences on a cross-functional team.

SKILLS

Technical Writing

DITA XML

Technical Diagrams

API Documentation

Mobile

Swift, Objective-C

Core Data

Rest APIs

JSON Parsing

UIKit, MapKit

UX Design

Wireframes

Scenario mapping

Personas

EDUCATION

University of California, Davis

B.S. Neurobiology, Physiology, and Behavior

2010 – 2014

EXPERIENCE

Technical Writer, AppDynamics

March 2016 – present, San Francisco

- Write + publish software manuals on an Agile development cycle. Topics covered: performance monitoring for Oracle, MySQL, Microsoft SQL, MongoDB, DB2; APM REST APIs.

Technical Writer, IBM

July 2014 – March 2016, San Jose

- Contributed over 100 topics to a 20,000 topic library that averages 30 million views a month for IBM's relational database product, which generates \$1.6 billion a year.
- Sole writer responsible for the development and release of 6 manuals in IBM's database products portfolio. Topics covered: database security, schema migration and synchronization, query performance, buffer pool tuning, troubleshooting.

PROJECTS

Runner's Air Check iOS app

- Allows users to retrieve pollution data for any city, paired with running advice based on that day's air quality. Users can bookmark favorite running spots to quickly access and compare data across multiple locations.
- Technologies: Swift, Core Data, UIKit, AQICN API
- Over 2500 downloads so far on the App Store.
- App Store: <http://apple.co/2f5N1xY>

Virtual Tourist iOS app

- Allows users to drop pins on a map and view Flickr images for that location in a collection view. Users can remove images from the collection view, as well as refresh the collection view (re-download a new set of photos from Flickr).
- When the app restarts, all pins and images are persisted.
- Technologies: Swift, Core Data, UIKit, MapKit, Flickr API
- <https://github.com/xtnchang/VirtualTourist>