Carol (Di) Hu

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Work experience

IBM | Building 10, 399 Keyuan Road Zhangjiang Hi-Tech Park, Shanghai
Technical Writer , A member of the Technical Advisory Board
Oct 2007 – Oct 2013 (band 7, left IBM for family issues)

- Projects I've worked on over the years
  - ➲ PL/X Compiler
    I was the only writer as well as the information planner for this project. The compiler relates to the PL/X programming language. We offered a language reference book to introduce the programming language and a compiler reference book to talk about how to use various compiler options to properly compile the programs written in that programming language. As the information planner, because we followed the Agile process, it's my responsibility to develop an iteration plan each month.

  - ➲ Cloud Centric Application Platform
    This is a brand new product. The initial version is an Eclipse plugin. I participated in the documentation work for the initial version, which is designed for mobile and web application developers. With the plugin installed, those developers can use many shared services on the cloud through APIs, and test and deploy their applications on the cloud. We offered API reference documents and user guide and worked with UX team to provide embedded assistance on UI.

  - ➲ XL C/C++ for AIX, Linux
    This project is similar to the PL/X compiler project. However, the compiler is for C/C++ and can be used on AIX, Linux operating systems.

  - ➲ Tivoli OMEGAMON XE for Storage
    This is a comprehensive performance and availability monitor for mainframe storage systems and we documented a few new messages.

  - ➲ WebSphere Application Server Community Edition
    This product is based on the Apache open source project Geronimo, which is a J2EE application server. On top of that, IBM developers added some new features and we documented them accordingly.

  - ➲ TSO/E
    I worked independently on this project, which is one of the core components on the z/OS operating system.

- Work items
  - ➲ Planning, sizing and scheduling the project at the beginning of each release.
  - ➲ Writing, editing, and proofreading operational, instructional, or maintenance technical documentation for the project.
  - ➲ Reading, researching, and analyzing technical documents to develop technical understanding and formulate information for documentation.
  - ➲ Communicating frequently with customers, support personnel, software developers, testers and project managers to fulfill requirements of work.
  - ➲ Using information development tools and guidelines to produce manuals or web-based documents for both nontechnical and technical users.
  - ➲ Reviewing other writers' document changes to ensure they are technically accurate.

- Major achievements
  - ➲ A member of the technical advisory board in IBM Information Development team.
  - ➲ Good relationships forged with development team in both local and remote locations.
  - ➲ Documents got published on time with quality.

- Authoring tool
  - ➲ IDWB (a DITA authoring tool)

- Certification
  - ➲ IBM System z Entry Level for z/OS System Programmer

- Writing sample
  - ➲ http://pic.dhe.ibm.com/infocenter/comphelp/v121v141/topic/com.ibm.xlcpp121.aix.doc/compiler_ref/opt_alias.html

- Skills
  - ➲ Technical Writing
  - ➲ Project Planning
  - ➲ Analysis
  - ➲ DITA
  - ➲ Web Technology
  - ➲ Windows, AIX, Linux, z/OS
  - ➲ HTML, CSS, JavaScript
  - ➲ C, C++, Java,Python
  - ➲ Mainframe, COBOL, JCL, CICS, DB2

Education

Zhejiang University

Jul 2007 BS degree in automatic control

- Participated in the National Mathematical Contest in Modeling and won the 2nd prize in Zhejiang province.

No.2 Secondary School Attached to East China Normal University

- 2nd prize in Chemical Contest in Shanghai
- 2nd prize in Mathematical Contest in Shanghai
- 3rd prize in Physics Contest in Shanghai