

Kwon woo Lee

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APPLICATION: Technical Writer

OBJECTIVE

Equipped with 10+ years of experience as a Technical Communicator, I am seeking a challenging position, which will allow me to apply my technical writing skills and expertise in your company.

SUMMARY OF QUALIFICATIONS

- 17 years of experience organizing, writing and editing technical documents including user manuals, installation manuals, service manuals, white papers, technical reports, requirement specifications in software and hardware industry from startup to established companies
- Excel at working with subject-matter experts to gather information, identify relevant data and audiences, and write documents that are clear and user friendly
- Superior learning, communication, interview, and presentation abilities
- In-depth understanding of subject matters: IT, Software Engineering, IP-based Telecommunication, Sonography, Radiography, Biometrics, Blockchain, Access Control, and Game Analytics
- Equipped with complete tools skills including authoring and graphics tools for Web and printed content

WORK EXPERIENCE

- | | | |
|--------------|---|-------------------------|
| 2021-Present | SENTIENCE INC.
<i>Technical Writer</i> | Gangnamgu, Seoul |
| | <ul style="list-style-type: none">• Implemented a multilingual documentation website by using Antora static site generator that supports Jamstack architecture• Introduced 'docs as code' workflow for technical documentation authoring and publishing process by using tools like AsciiDoc markup, GIT repos, Gitlab CI/CD pipeline, AWS S3 storage, and AWS Cloudfront CDN service• Refactored existing documentation (ENG and KOR) for Unity developers to improve its content quality when it comes to clarity, accessibility, retrievability, and overall professionalism• Wrote new SDK documentation for Roblox and JavaScript developers and RESTful API documentation in English and Korean | |
| 2017-2021 | CMITECH CO., LTD.
<i>Technical Writer and Technical Support Manager</i> | Anyang-si, Gyeonggi-do |
| | <ul style="list-style-type: none">• Developed technical content authoring and publishing system using AsciiDoctor documentation toolchain• Built up technical support knowledge base using a Wiki (i.e. Dokuwiki)• Authored reference and non-reference documentation for REST API based on OpenAPI specification• Wrote changelogs and release notes for software revision• Supported oversea customers (software engineers) through technical communication for implementing thier own application by using SDK or API• Maintained C++/C# SDK documentation. | |
| 2012-2017 | VATECH CO., LTD.
<i>Lead Technical Writer for Dental X-ray Imaging System Design & Manufacturing Company</i> | Hwasung-si, Gyeonggi-do |
| | <ul style="list-style-type: none">• Defined and developed technical documentation of the Dental X-ray Imaging System for end-user and service personnel• Established the standard template for engineering documentation such as Functional Requirement Specifications• Defined and created engineering documentation and development process documentation including several requirements, specifications, verification and validation plans <p><i>Lead Project Manager of an ODM (Original Development Manufacturing) project</i></p> <ul style="list-style-type: none">• Collaborated with external German and American customer - Dürr Dental, Air Techniques and internal R&D, Business, Quality Assurance, Manufacturing units• Directed the R&D department in preparation for a routine FDA inspection and passed it with no observations | |

- 2009-2011 **XENER SYSTEMS INC.** Gangnam-gu, Seoul
Lead Technical Writer for Telecommunication Software (SoftSwitch and IP-PBX) Company
- Instructed and trained three junior technical writers in every aspect of technical communication
 - Created the company style guide for technical documentation
 - Established the HR-Map regarding knowledge, skill, training required for Technical Communicator
 - Wrote and reviewed white papers of Telecommunication Technology (e.g. IP-Centrex)
- 2007-2008 **ETNERS** Suwon-si, Gyeonggi-do
Senior Technical Writer in an agency contractor team for Samsung Electronics PC Division
- Wrote, updated and edited technical documentation such as: user guides, installation guides, quick guides for NotePC, Desktop PC and NAS(Network Attached Storage)
- 2000-2003 **PCM KOREA INC.** Guro-gu, Seoul
Junior system engineer and technical writer for a UPS(Uninterruptible Power Supply) corporation
- Performed service and maintenance work of NMS management software for UPS system.
 - Wrote, updated and translated service & maintenance documentation for UPS network management system in the UNIX environment

EDUCATION

- 1990 - 1994 **HANYANG UNIVERSITY** Seongdong-gu, Seoul
B.S in Ceramic Science & Engineering (GPA: 3.3/4.5)
- 2000 - 2021 **KOREA NATIONAL OPEN UNIVERSITY** Jongno-gu, Seoul
B.S in Computer Science (GPA: 3.9/4.5)

TRAINING

- "Digital Fundamentals & Application, Practice", 1998, Jeil Electronic Institute
- "Microcontroller 80c196 Theory and Implementation", 2000, Yuhan University
- "D-FMEA (Failure Mode & Effect Analysis) Practice", 2014, KMAR Inc.
- "IEC60601 3rd ed. & Risk Management (ISO14971)", 2015, MDLAB
- "Software Validation & Usability", 2015, MDLAB
- "Usability Engineering", 2016, DNV-GL
- "UX Design Methodology", 2018, KOSMO
- (Online) "Learn API Technical Writing: JSON, XML and REST for Writers", 2019, Udemy
- (Online) "The Art of API Documentation", 2019, Udemy
- (Online) "Coding for Writers: Basic Programming", 2019, Udemy

SKILLS AND CERTIFICATIONS

MARKUP LANGUAGE

- AsciiDoc (advanced level - main authoring language), Markdown (intermediate)
- XML, JSON, YAML (intermediate level) with Open API Specification, HTML

PROGRAMMING LANGUAGE:

- C (intermediate level - microcontroller programming, certification practical test programming)
- Python, Java, Kotlin, Dart (basic level - general understanding, development environment setup, basic code reading, how to use libraries)
- UML: PlantUML (advanced)

WEB SKILLS

- Web Server: Apache (intermediate level)
- Static Site Generator: Antora(advanced), Gitbook(intermediate)
- Language: JavaScript, CSS, Handlebars

OPERATING SYSTEM

- Ubuntu Linux (intermediate level)

TOOL SKILLS


- Text Editor: VSCode (advanced- main authoring editor), Atom (advanced), Notepad++ (advanced), XMLMind (intermediate)
- REST API document generator: Swagger, Redoc

- Version Control System: GIT, Gitlab (intermediate), Github
- IDE: IntelliJ IDEA/Android Studio (intermediate), QT Creator (intermediate – application building, code browsing for C++ language), Visual Studio (basic – code browsing for C# language)
- Adobe Products: Illustrator, Photoshop, Acrobat (advanced level)
- 3D model authoring tool: SolidWorks Composer (advanced level)

CERTIFICATION

“Engineer Information Processing”, 2002, Human Resources Development Service of Korea

I hereby certify that the above information given are true and correct as to the best of my knowledge.



Kwon woo Lee