Clare Y. Yan

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EDUCATION

Bachelor of Science, Biotechnology

University of California, Davis. 1997–2002

Bachelor of Art, English

University of California, Davis. 1997–2002

PROFESSIONAL CERTIFICATES

Technical Communication

University of California, San Diego Extension. 2009–2010

Copyediting

University of California, San Diego Extension. 2009–2010

INDEPENDENT COURSEWORK

Programming

Object-oriented programming in C++ and Java.

Windows application programming in C++.

Android app programming in Java.

TECHNICAL PROFICIENCY

- CMS/Revision Control: Perforce, Trisoft, and Microsoft (Source Depot, Team Foundation Server, SharePoint).
- Copyediting: *Microsoft Manual of Style* and *The Chicago Manual of Style.*
- Documentation generation: Doxygen.
- Graphics: PaintShop Pro, Adobe Photoshop.
- IDE and tools: Android Studio, Visual Studio, and Postman REST Client.
- Markup languages: HTML, XHTML, DITA/XML, WDCML (Microsoft XML standard), and CSS.
- Online publishing: Acrobat, Dreamweaver, and RoboHelp.
- Organizational and process modeling: Visio.
- Print publishing: FrameMaker, Word.
- Programming: C++, Java; Android API, MFC, and REST API.
- Publications management: Excel.
- Structured content creation and editing: XMetaL.

FOREIGN LANGUAGE PROFICIENCY

- Mandarin Chinese (bilingual proficiency).

WORK EXPERIENCE

App Developer, Clare Yan Technical Communication 	**2015**

- Executed the end-to-end app development for Android OS from design to testing and publishing.
- Engaged in understanding scenarios for feature areas to ensure ease of use (e.g. minimal click count with no scrolling).
- Obtained Java development experience, improved reading and coding competency in object-oriented programming.
- Learned about Android tools, IDE for Android (Android Studio), and Android programming.
- Worked with development challenges such as different form factors and API version compatibility.
- Collaborated on the design of the required graphic components and wrote all promotional text for publication.
- Collected and processed required screenshots for phones and tablets to showcase the app's features and functionality for the Store Listing page on Google Play.
- Note: The Easy Unit Converter is now available on Google Play.

Technical Writer, Microsoft | contract 	**2014–2015**

- Drove the development of SDK documentation that included API reference, Getting Started guide, and sample code for the Microsoft Cloud Solution Provider program (CSP) REST API.
- Facilitated developer relations between e-commerce engineering teams and partners by providing trace examples, explanation of API calls, and REST API concepts in the documentation.
- Worked closely with feature teams, product managers, and senior engineers to improve the documentation in an iterative environment.
- Tested and troubleshot the CSP REST API in the internal testing environment (Engineering Dogfood).
- Updated help forum queries and FAQs and revised the documentation based on developer feedback.
- Categorized customer issues/bugs for easy analysis by the triage team.
- Wrote and edited content using XML editor XMetaL and applied WDCML (Microsoft XML standard).
- Published the documentation following MS Content Publishing standards on Microsoft Developer Network Partner Center.

Technical Editor, Amazon.com | contract 	**2014**

- Converted Seller Support Help content to DITA in structured XML-based authoring environment.
- Edited DITA/XML code and complex content sets using XMetaL and Trisoft.
- Conditionally processed multiple language layers and their output destinations.
- Compared, edited, translated, and ported Chinese/English Seller Support content to achieve single-source publishing in English.

Technical Writer, 480nm.com | contract   **2012–2013**

- Wrote the documentation for a UI library SDK that included API reference guide, tutorials, examples, and sample code.
- Performed basic code testing.
- Launched the website responsible for product promotion and deployment.
- Tools and technologies used: MS Visual Studio, Perforce, and Doxygen; familiarity with MFC, object-oriented programming in C++, and Windows application programming.

Kindle Content QA Specialist, Amazon.com | contract   **2011–2012**

- Designed the testing method for the first Kindle English-Chinese & Chinese-Chinese dictionaries.
- Rigorously tested digital dictionaries on Kindle devices and Kindle Cross Platform application on Windows PC and Android tablet; reduced failure rate from 7% to 1% for inflection test, 40% to 1% for In-Book test.
- Thought creatively to resolve content issues in relation to HTML, CSS, XML and identified solutions that enable delivery of a high-quality product.
- Maintained meticulous reporting and tracking of software defects using Excel and presented findings to internal and external stakeholders.
- Worked cross-functionally to communicate errors, perceived errors, and product improvements in various types of Kindle books and devices.

Technical Writer, 4dblue.com | contract   **2010–2011**

- Wrote the end-user documentation for a 3D graphics application that included web content (tutorial/quick start guide, reference guide, FAQ) and the context-sensitive application help.
- Tools used: RoboHelp, FrameMaker, Captivate, and Photoshop.

Fiction Writer, Self   **2004–2008**

- Researched, wrote, and edited the novel *The Mapmaker*.
- Queried for publication.

R&D Chemist II, Thermo Fisher Scientific   **2002–2004**

- Researched and developed assays for Drugs of Abuse, Therapeutic Drug Monitor, and Immunosuppressant.
- Collected data using Hitachi Clinical Analyzer throughout the development cycle: beginning with antibody screening, followed by appropriate enzyme conjugate and antibody pairing, and production of pilot lots of calibrators and enzyme solutions.
- Drafted proposals for 510K FDA submissions.