

Clare Y. Yan

clareyan.com

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SKILLS

Editing

Microsoft Manual of Style and
The Chicago Manual of Style.

HTML, XHTML, DITA/XML,
WDCML (MS XML standard),
CSS, XMetaL FrameMaker.

Publishing

Doxygen, Acrobat, Dreamweaver,
RoboHelp, FrameMaker, MS Word.

Content Management / Revision Control / Bug Tracking

Perforce, SDL Trisoft,
Git/GitHub, JIRA, MS (Source
Depot, Team Foundation
Server, Product Studio, Visual
Studio Online, GenDox,
SharePoint).

Graphics / Game Engine

Visio, Photoshop, Illustrator,
XD, Inkscape, Cinema 4D,
Unity.

Programming / Developer Tools

C++, C#, Java; Android API,
MFC, REST API; Android
Studio, Visual Studio,
Postman, Fiddler, Microsoft
Message Analyzer.

Technical Translation

English, Chinese (simplified
and traditional)

EXPERIENCE

Content Developer, Microsoft | contract

Jan 2018 – Jul 2019

Azure IoT R&D

- Lead writer and project manager on the IoT School content migration project to accelerate customer adoption of Azure IoT technology.
- Created Industrial IoT documentation for GA launch, as well as created and maintained Azure IoT Central documentation.
- Created training module for Azure IoT Central for MS Learn.
- Partnered with cross-functional stakeholders to create online content in the form of docs and tutorials.
- Provided graphics assets using Photoshop and Visio as appropriate for various published content.

Programmer Writer, Microsoft | contract

Dec 2015 – Jun 2017

Office Customer Success, Customer Promise

- Created the curriculum in English and Chinese on the end-to-end development and publishing of Office Add-ins to improve developer engagement with the Office platform.
- Provided content strategy for the Interop event website in areas such as content layout and design, localization, and usability.
- Translated all marketing content and technical documents.
- Owned the Open XML SDK content set for the 2.7 release; edited and revised API documentation and developer guides.
- Overhauled and improved documentation for Exchange and SharePoint Protocol Test Suite on GitHub through research, writing, editing, and conversion of legacy Word doc to Markdown.

Technical Writer, Microsoft | contract
Universal Store and Partner Center

Oct 2014 – May 2015

- Drove the development of SDK documentation that included API reference, Getting Started guide, and tutorials of sample code for the (CSP) REST API.
- Facilitated developer relations between e-commerce engineering teams and partners by providing concepts and examples in the documentation.
- Worked closely with feature teams, product managers, and senior engineers to improve the documentation in an iterative environment.
- Updated help forum queries and FAQs and revised the documentation based on feedback.
- Wrote and edited content using XML editor XMetaL and applied WDCML (MS XML standard), and published the documentation.

Technical Editor, Amazon | contract
Global Content Systems & Tools, Seller Experience

Jun 2014 – Sep 2014

- Converted Seller Support Help content to DITA in structured XML-based authoring environment.
- Edited DITA/XML code and complex content sets using XMetaL/SDL 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 | contract
3D modeling and animation software suite for content creation

Jun 2012 – Dec 2013

- Wrote the UI library SDK documentation that included API reference guide, tutorials, and sample code.
- Performed basic code testing.
- Launched the website responsible for product promotion and deployment.

Kindle Content QA Specialist, Amazon | contract
Kindle Paperwhite

Dec 2011 – Jun 2012

- Designed the testing method for the first Kindle English & Chinese dictionaries.
- 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.
- Resolved content issues in relation to HTML, CSS, XML and identified solutions that enable delivery of a high-quality product.
- Maintained reporting and tracking of software defects and presented findings to internal and external stakeholders.
- Worked cross-functionally to communicate errors, perceived errors, and product improvements in various types of Kindle products.

EDUCATION

Bachelor of Science, Biotechnology
University of California, Davis. 2002

UI & UX Design Specialization
Coursera. 2019

Bachelor of Art, English
University of California, Davis. 2002

Graphic Design Specialization
Coursera. 2019

**Technical Communication & Copyediting
Certificates**
University of California, San Diego Ext. 2010

Introduction to Virtual Reality
Coursera. 2020