

Clare Y. Yan

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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, oXygen, 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

Principal Technical Writer, Oracle *Oracle Content Management*

March 2022 – Present

- Design, develop, and maintain developer documentation for Oracle Cloud's Oracle Content Management: Integration and Extensibility and Headless CMS guides.
- Collaborate with multiple internal stakeholders to improve content flow through content design.
- Create and maintain product documentation following user content development processes, templates, and standards using oXygen and SDL Publication Manager.
- Contribute individually and as a team member while working with technical leads and PMs.

Content Developer, Microsoft through Aquent *Azure IoT R&D*

Feb 2018 – Jun 2019

- 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 through Aquent
Office Customer Success, Customer Promise

Dec 2015 – Jun 2017

- 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 through Brillio
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 through Corestaff Services
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.

EDUCATION

Bachelor of Science, Biotechnology

Bachelor of Art, English

University of California, Davis. 2002

Technical Communication & Copyediting
Certificates

University of California, San Diego Ext. 2010

UI & UX Design Specialization

Coursera. 2019

Graphic Design Specialization

Coursera. 2019

Introduction to Virtual Reality

Coursera. 2020