

KAREN ANTOLIJAO RELAMPAGOS

TECHNICAL & CONTENT WRITER | QA ENGINEER

PROFESSIONAL SUMMARY

A results-driven, ethical, and detail-oriented Technical & Content Writer, and QA Engineer with 10 years of combined professional extensive experience in technical and content writing, software testing, application development, and application support and monitoring. Excellent writing, formatting, and proofreading skills, as well as the ability to work independently and proactively and meet tight deadlines.






EXPERIENCE

Software Documentation Writer

May 2022 - Present | **iubenda, Milan, IT**

- Writing and maintaining clear and concise technical documentation for IT projects, including user manuals, installation guides, system specifications, and API documentation via Stoplight.
- Working closely with technical teams to gather and interpret technical information as well as receiving feedback and updating documents accordingly.
- Ensuring all documentation is clear, concise, and accessible to both technical and non-technical audiences.
- Staying up to date with new features and proactively updating internal specification files and guides.
- Adhering to company guidelines and standards for technical documentation.
- Collaborating with developers and stakeholders to understand documentation requirements.
- Utilizing the streamlined organizational system to avoid the creation of duplicates and unnecessary files.

CONTACT

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TECHNICAL SKILLS

- API Documentation
- Bug Reporting
- Editing and Proofreading
- GitHub
- HTML/CSS
- Manual Testing
- Microsoft Office Suite
- Quality Assurance
- Quip
- Single Sourcing
- Software Documentation
- SQL (MySQL)
- Technical Writing and Editing
- Test Documentation
- WordPress

Content Writer

July 2018 - March 2023 | **Multiple Companies, Remote**

- Crafted, updated, and maintained voice and expression across OnlineSchoolsCenter.com, FireWallGuide.com, CellularNews.com, Robots.net, and TouristSecrets.com.
- Produced high-quality content for multiple blogs, web pages, and client presentations.
- Worked creatively with the Content Manager to develop the layout for various content and communication pieces.
- Working knowledge of principles of SEO including keyword integration and research.
- Wrote original short- and long-form content that maintained brand consistency across channels.
- Edited and formatted content to prepare and submit for publication.
- Collaborated with editors to identify project style and tone.
- Outlined and organized material accordingly.

Software Quality Assurance Engineer

March 2022 - June 2022 | **Changing Digital Ltd., London, UK**

- Analyzed defects and ensured that system tests were completed, and documented and all issues were resolved.
- Designed and implemented manual test cases for new and existing features based on business requirements and acceptance criteria.
- Performed extensive functionality, integration, regression, interoperability, and end-to-end system testing independently or with the team.
- Troubleshooted, analyzed, and isolated defects and reported them comprehensively via JIRA for tracking.
- Identified software application weaknesses and target areas.
- Investigated, reproduced, and characterized defects and test failures resulting from customer feedback.
- Tested every aspect of the application, including dashboard flow, applicable content, email, and calculations.
- Created detailed and accurate test cases, technical documentation, and how-to guides.
- Conducted manual tests on applications, evaluated results, and reported defects.
- Created comprehensive documentation on all aspects of the software development life cycle.
- Documented detailed bug reports with clear steps for reproducing the issue.
- Provided feedback and recommendations to developers on software usability and functionality.

SOFT SKILLS

- Adaptability
- Attention To Detail
- Communication
- Critical Thinking
- Organization
- Time Management
- Work Ethic

LANGUAGES

- **Cebuano**
Native
- **English**
Bilingual
- **Filipino**
Native
- **Italian**
Beginner

Cryptocurrency Technical Writer

December 2020 - February 2021 | **ByBit**

- Researched and authored comprehensive whitepapers, technical documentation, and user guides elucidating complex cryptocurrency protocols, blockchain technologies, and decentralized finance (DeFi) concepts.
- Crafted engaging blog posts, articles, and tutorials exploring emerging trends, innovative projects, and regulatory developments within the cryptocurrency ecosystem.
- Demonstrated proficiency in translating highly technical information into compelling narratives, fostering understanding and adoption among novice and expert cryptocurrency enthusiasts alike.
- Conducted in-depth analyses and evaluations of various blockchain projects, contributing insightful reviews and critiques to inform decision-making processes for investors, stakeholders, and industry professionals.

Software Quality Assurance Engineer

October 2019 - January 2020 | **IT Enterprise UK Ltd, London, UK**

- Represented the requirements of all stakeholders within the Agile software development lifecycle.
- Utilized defect tracking tools like JIRA for logging, managing, and resolving issues.
- Developed and implemented software testing processes to ensure quality assurance standards were met.
- Conducted manual tests on applications, evaluated results, and reported defects.
- Created comprehensive documentation on all aspects of the software development life cycle.
- Documented detailed bug reports with clear steps for reproducing the issue.
- Identified continuous or process improvement opportunities for IT Enterprise UK.
- Created and maintained test plans, test cases, and other testing-related documentation for new and existing features.
- Designed, developed, and executed test scripts through Zephyr.
- Updated QA department processes targeting to improve its quality.
- Created SQL queries for data validation for application data migration.

Software Engineering Analyst

August 2013 - February 2019 | Accenture Inc., Cebu, PH

- Developed end-to-end applications emphasizing application performance, quality, usability, and user experience.
- Reduced server costs by facilitating the Archiving Initiative on the production database of the RMSC application, leading to 50% savings in the database size.
- Ensured concerns, issues, and questions from stakeholders are resolved according to Accenture's Service Level Objects and Guidelines (SLOG).
- Prepared Root Cause Analysis (RCA) documents for the internal team, and People Mobility team as a reference document to minimize minor and major application downtime.
- Created emergency and contingency plans for the RMSC application for faster resolution of application downtime.
- Reduced more than 50% of Operations Metrics backlog through effective client-to-application team coordination.
- Deployed software updates and patches across multiple environments while ensuring minimal disruption of service availability.
- Monitored server performance and implemented strategies to optimize system resource utilization.
- Developed SQL queries for data extraction from databases such as MS SQL Server, and MySQL.
- Provided technical support to users by troubleshooting application issues reported via phone or email.
- Documented bug fixes and feature enhancements following established standards and procedures.
- Created detailed documentation including flow charts, diagrams, and reports to illustrate system design and architecture.
- Analyzed user requirements and developed software solutions to meet business needs.
- Maintained close communication with customers and stakeholders throughout all stages of SDLC for timely resolution of issues.
- Participated in the full software development lifecycle (SDLC) from requirements gathering through system implementation.
- Retrieved and manipulated data for analysis of system capabilities and requirements.
- Wrote detailed technical documentation outlining system architecture, coding conventions, and best practices.
- Wrote clear test cases, test plans, and test scripts, tracked bugs, and documented them using defect tracking tools like ClearQuest, ServiceNow, and Team Foundation Server.
- Produced high-quality documentation such as impact assessments, technical and functional design documents, and other required technical documentation, meeting applicable standards for the appropriate target audiences.

Information Technology Intern

February 2011 - October 2011 | **Remote TS Pte. Ltd., Singapore, SG**

EDUCATION

Bachelor of Science (B.S.) in Information and Communications Technology

March 2013

University of San Carlos

Awards & Honors

- Dean's List

REFERENCES

References available upon request