

KAREN ANTOLIJAO RELAMPAGOS

linkedin.com/in/karen-relampagos/ | karenrelampagos.com

WORK EXPERIENCE

Software Documentation Writer

iubenda | Milan, IT

May 2022 – Present

- Proficient in HTML, Markdown, and XML for formatting documents and producing web-based technical documentation.
- Skilled in API integrations and JSON/XML structures, creating comprehensive API documentation using Stoplight to serve both internal and external audiences.
- Experience in CMS and DMS platforms, such as Confluence, SharePoint, and Quip, streamlining documentation processes and improving team collaboration.
- Develop and maintain API documentation and directories using Stoplight, establishing guidelines for formatting and structure, and enhancing usability and consistency for developers and external users.
- Ensure consistent content across various technical documents by standardizing terminology, style, and formatting to enhance clarity and user experience.
- Collaborate with product owners, developers, and QA teams, to translate complex concepts into clear, user-friendly documentation, reducing customer support inquiries by 15%.
- Produce a variety of technical documentation, including installation guides, product references, technical specifications, and user manuals, catering to both technical and non-technical audiences.

AI Writer and Evaluator

Outlier AI | San Francisco, CA, US

August 2024 – February 2025

- Review and enhance AI-generated prompts and responses, ensuring linguistic accuracy, natural flow, cultural relevance, and compliance with project guidelines.
- Provide detailed, actionable feedback for attempters and contributors to enhance AI model performance, focusing on refining natural language understanding, contextual accuracy, and user engagement.
- Evaluate AI outputs for accuracy, contextual relevance, and cultural appropriateness, ensuring a seamless and inclusive user experience across diverse audiences.
- Ensure models adhere to ethical and legal obligations, such as accuracy, conciseness, safety, and truthfulness.

Technical Writer & Content Writer

Multiple Companies | Remote

July 2018 – March 2023

- Developed and maintained a consistent brand voice across various platforms, including CellularNews.com, FireWallGuide.com, OnlineSchoolsCenter.com, Robots.net, and TouristSecrets.com.
- Created high-quality content for blogs, web pages, and client presentations, balancing clarity, creativity, and alignment with the readers' needs.
- Collaborated with the Content Managers and Editors to design layouts, establish project-specific tone and style, and ensure content aligned with target audience and project requirements.
- Applied SEO best practices, including keyword research and integration, to enhance content visibility and user engagement.
- Edited and formatted content for publication, ensuring grammatical accuracy, adherence to style guides, and logical structure for readability.

Software Quality Assurance Engineer

Changing Digital Ltd. | London, United Kingdom

March 2022 – June 2022

- Conducted thorough system testing, including functionality, integration, regression, and end-to-end testing, ensuring software quality and reliability.
- Designed and executed detailed manual test cases aligned with business requirements, acceptance criteria, and user feedback.
- Identified, documented, and tracked defects using tools like JIRA, providing detailed bug reports with clear reproduction steps to support resolution.
- Collaborated with developers and stakeholders, offering actionable insights to enhance software usability, functionality, and user experience.
- Created and maintained detailed technical documentation, including test cases, bug reports, and how-to guides, fostering streamlined processes and effective knowledge sharing.

Cryptocurrency Technical Writer

Bybit | Remote

December 2020 – February 2021

- Developed clear, concise technical documentation and user guides that simplify complex cryptocurrency terminologies, blockchain technologies, and DeFi concepts for a wide range of readers.
- Wrote engaging articles, blog posts, and tutorials about emerging trends, blockchain advancements, and regulatory updates in the cryptocurrency industry.
- Translated complex technical information into easy-to-understand content, helping both novice and expert cryptocurrency users.

Software Quality Assurance Engineer

IT Enterprise UK Ltd. | London, United Kingdom (Remote)

October 2019 – January 2020

- Worked closely with project managers and developers to define and document requirements, ensuring alignment within the Agile software development lifecycle.
- Utilized defect tracking tools such as JIRA to log, manage, and resolve issues efficiently, providing clear, detailed bug reports with complete reproduction steps.
- Developed and implemented software testing processes and executed manual tests, ensuring compliance with quality assurance standards.
- Authored and maintained comprehensive test plans, test cases, and technical documentation, supporting both new and existing features.
- Designed and executed test scripts in Zephyr and created SQL queries for data validation during application migrations.

Software Engineering Analyst

Accenture Inc. | Cebu, Philippines

August 2013 – February 2019

- Designed, developed, and deployed end-to-end applications, ensuring seamless performance, usability, and user experience while maintaining collaboration with stakeholders throughout the SDLC to address business requirements and resolve issues promptly.
- Led the Archiving Initiative for the RMSC production database, reducing its size by 50% and achieving significant server cost savings, while implementing emergency and contingency plans to minimize application downtime.
- Optimized workflows and reduced the operations metrics backlog by 50% through effective client-to-application team coordination and monitored server performance to enhance system resource utilization.
- Developed SQL queries and created technical documentation, including flowcharts, system designs, impact assessments, and user guides, to facilitate data extraction, analysis, and knowledge sharing across teams.
- Authored comprehensive test cases, test plans, and test scripts and utilized tools like ClearQuest, ServiceNow, and Team Foundation Server to track bugs, ensure quality releases, and generate comprehensive reports for diverse audiences.

EDUCATION

Bachelor of Science in Information and Communications Technology

University of San Carlos | Cebu, Philippines

March 2013

- Dean's Lister

TECHNICAL SKILLS

- **Content Management and Documentation:** Confluence, Google Docs, Quip, SharePoint, WordPress
- **Languages:** CSS, HTML, Markdown, SQL, XML
- **Developer Tools:** BrowserStack, ColorZilla, GitHub, Postman, Zephyr
- **Others:** Asana, Jira, Slack, Trello