ANN MARGARETT MENDOZA

Experienced technical writer with over a decade of expertise in transforming complex technical concepts into clear, user-focused documentation.

- Proven track record of writing and maintaining technical guides, user documentation, and training materials
- Excellent ability working in a fast-paced environment
- Capable of working independently, collaborating with cultural-diverse team members, and learning new processes and technologies

Skills

- DITA and Markdown documentation
- Content Review and Editing
- Image editing
- Training collaterals
- Content design
- Gen AI in Technical Writing

Languages

- English
- Filipino

Work Experiences

Principal Technical Writer — **January 2022–Present**
Senior Technical Writer — **March 2019–January 2022**
Deltek Philippines

- **Main roles**:
  - Lead technical writer for the Vantagepoint (Vp) Mobile application documentation
  - One of the lead technical writers for Deltek Dela, Deltek's first AI-powered feature integrated to Vantagepoint
  - Innovation team member - pioneer in GitHub documentation migration testing and training initiative
- Led the recent Vp Mobile online help migration (from DITA to Markdown)
- Publishes and maintains legacy and current documents in different publication sites, such as DSM, Deltek Learning Hub, and Publication Manager
- Conducts new hire training for release notes defect editing
- Trained backup writer on documentation procedures to support the mobile documentation
- Conducted a Gen AI tools training to the PCD team
- Trained new writers regarding release notes editing workflow
- Created the Release Notes Gen AI Tracking tool for technical writers
- Attends Gen AI, API documentation, and AI Prompt Engineering training
- Writes release notes for major and maintenance software releases
- Uses Gen AI tools for release notes editing, content review, and meeting summarization

- Updates and maintains product documentation for web and mobile applications
- Creates and monitors mobile app defect requests using Azure
- Converted legacy word documents to DITA (XML) files using XMETAL Author Enterprise 14
- Editing product-related images using SnagIt
- Participates in feature reviews, QE reviews, Dev demos, and scrum meetings with SMEs using MS Teams
- Attends monthly and weekly documentation team meetings
- Creates presentation slides using Canva Pro or MS PowerPoint
- 3rd place in Deltek's Idea fest Innovation 2021 competition

Senior Technical Writer **May 2017–March 2019**
Reed Elsevier Philippines

- Edited product requests and responses document using Oxygen (XML format)
- Converted legacy word documents to DITA (XML) files using Oxygen
- Updated product documentation, such as how to reads, framework technical implementation guide, and data dictionary using Oxygen
- Created a help system using Oxygen
- Maintained DITA files using Source tree and Astoria
- Edited insurance sample reports using Adobe Acrobat XI Pro
- Edited product-related images using SnagIt 10 & 11
- Maintained documents published in different company publication sites
- Conducted Tech doc grant access training for new hires
- Attended product-related meetings with SMEs
- Created and monitored document request tickets using Oracle Service Cloud
- Granted technical documentation access requests to employees and customers using Oracle Service Cloud
- Participated in the development of TCMG documentation style guide

Senior Technical Writer **September 2010–October 2016**
SeaChange Philippines Inc.

- Created and maintained software and hardware product documentation using Author-it and Adobe Frame maker 8.0
- Created product technical notes for specific customers
- Involved in the development of Technical Publication process guide and style guide
- Updated the layout of Technical Publication Wiki page
- Attended project kick-off meetings for possible documentation line-up.
- Created training materials using MS PowerPoint and video tutorials using Corel Video Studio for the technical support team
- Edited existing server hardware component images using Adobe Photoshop 9.0
- Created and maintained tracking tickets for every documentation update request from SMEs and SIT team.
- Attended daily scrum meetings for work updates and monthly Technical Publication meetings
- Maintained documentation database using Perforce
- Monitored document request tickets using JIRA

Technical Writer **February 2008–August 2010**
Petra Financial Ltd.

- Created user manuals, installation and administrator guides for web and mobile banking applications (IOS and Blackberry platform)
- Edited product-related images using Adobe Photoshop 7.0
- Contributed to the development of documentation team process
- Created online help using Robohelp 7.0
- Evaluated several e-learning software tools for the Corporate University like Adobe Captivate and Madcap Mimic
- Contributed to the Corporate Glossary and Response Library project

Technical Writer/Jr. Course Developer **June 2007–February 2008**
ESS Manufacturing Inc.

- Updated customer documents using Arbortext Epic Editor and Adobe Frame maker 7.0
- Enhanced images of course development presentations using Adobe Photoshop CS2
- Secured and maintained documentation files using Documentum
- Created simple animations using Macromedia Flash MX 2004
- Monitored document request changes using the Clarify tool

Technical Writer/Data Entry Specialist **November 2005–June 2007**
Offshoring Inc.

- Created user documentation for the company's content management system
- Added keywords on websites and managed customer's websites
- Created weekly and monthly reports about search engine listings
- Edited customer logos using Adobe Photoshop 7.0 and CS2
- Monitored inactive and active websites.
- Created incident reports using MS Office for everyday workload quota and emergency incidents

Summary of Tools

- Authoring tools: Visual Studio Code, XMetal Author Enterprise 14, Oxygen 19.0 & 20, Author-It, Robohelp, Arbortext Epic Editor, Adobe Frame maker, MS Office
- Content management: GitHub, Publication Manager, SourceTree, Perforce, Documentum, Astoria
- Gen AI Tools: MS Copilot, Claude AI, Gemini, ChatGPT
- Image and document editors: SnagIt 10 & 11, Adobe Photoshop 7.0, 9.0, and CS2, Adobe Acrobat XI Pro
- Change request management: Azure, Jira, Oracle Service Cloud, Clarify
- Training creation: Canva Pro, MS Power point, Corel Video Studio, Macromedia Flash MX

Education

2001-2005 **Bachelor of Science in Information Technology**
Pamantasan ng Lungsod ng Maynila (University of the City of Manila)

2022 **Professional Certificate in Business Process Management**
Metropolitan School of Business & Management (UK)

Personal Details

- Nationality: Filipino
- Marital Status: Married
- Email: **magzmendowza@gmail.com**
- Location: Manila, Philippines
- Contact number: Available upon request

Character Reference

- Available upon request

Linkedin Profile: https://www.linkedin.com/in/annmendoza/