Tao Li
Senior Technical Writer

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Profile

Analytical and inquisitive with over 20 years of experience crafting technical documentation for software engineers, system integration engineers, and solution architects at leading tech companies, including Amazon, IBM, and SS&C Technologies. Adept at quickly establishing rapport with engineers, product managers, UX designers, and other stakeholders from a mix of disciplines across time zones. Lifelong learner with a passion for acquiring new skills and a proven track record of mentoring interns and junior writers. Dedicated to delivering clear, concise, complete, and accurate documentation.

Areas of Expertise

Developer Documentation including REST APIs and SDKs, Instructional Design, Cloud Solutions Documentation (AWS Solutions Architect Associate Certified and AWS Machine Learning Associate Certified)

Professional Experience

Senior Technical Writer, *Amazon*   **Sunnyvale, CA** *07/2024 - present*
- Author internal developer documentation for building next-generation Alexa. The tools I use include Git, Markdown, and VuePress.
- Author developer documentation for Alexa skill developers and device makers. The tools I use include Git, Markdown, and Jekyll.

Programming Writer, *Amazon*   **Sunnyvale, CA** *01/2022 - 06/2024*
- Authored developer documentation for the Alexa Skills Kit and the Alexa Voice Service Device SDK using Git, Markdown and Jekyll. Examples are: Custom Triggers for Routines, WebRTC Calling in Alexa Smart Properties.
- Contributed to stealth Generative AI projects, leveraging cutting-edge LLM technologies.
- Mentored an instructional designer by sharing my technical writing expertise.

Senior Technical Writer, *SS&C Technologies*   **San Jose, CA** *12/2019 - 01/2022*
- Authored user guides, configuration guides, API references, and release notes for SS&C Algo financial risk management software using DITA Oxygen.
- Spearheaded the transition of a portion of Algo docs from DITA to Docs-as-Code, using AsciiDoc and AsciiDoctor as the tool chain, coupled with Git for version control and GitHub for publishing.
- Facilitated the migration from GitLab to GitHub, including working on GitLab CI/CD to GitHub `actions.yml` file changes.
- Collaborated with cross-functional teams to establish best practices and promote knowledge sharing.

Senior Information Developer, *IBM*   **San Jose, CA** *01/2012 - 11/2019*
- Documented financial risk management software, focusing on analytics and aggregation for IBM Algo products using DITA Oxygen.
- Participated in testing and selecting authoring tools for the RiskWatch financial model documentation conversion project.
- Mentored interns by providing guidance on technical writing and supervising the Framemaker to DITA conversion project. The interns converted roughly 4000 pages of Framemaker files to DITA. Three of the four interns converted to full time after graduation.
- Provided tooling support for mathematical experts who authored financial models content in MathML and DITA.

Technical Writer and Senior Tech Writer, *Algorithmics*   **Toronto, Canada** *10/2005 - 12/2011*
- Authored technical documentation including user guides, configuration guides, and online help for three Algorithmics products.
- Worked on pilot FrameMaker to DITA conversion.

Technical Writer/Instructional Designer, *CCI*   **Toronto, Canada** *07/2000 - 10/2005*
- Collaborated with project managers and subject matter experts to perform training needs analysis for various vendors.
- Designed curriculum outlines; wrote prototype lessons and course objectives, and assessment questions for e-training courses.

Education

BSc Applied Mathematics *East China Normal University*   **Shanghai, China**
Certificate in Information Design - **Pass with Distinction** *University of Toronto*   **Toronto, Canada**
Technical Writing Certificate *Humber College*   **Toronto, Canada**

Online Courses & Certifications

- Certified AWS Machine Learning Associate Early Adopter (Oct 2024) - [Certificate on Credly](#)

- Certified AWS AI Practitioner Early Adopter (Sep. 2024) - [Certificate on Credly](#)

- Certified AWS Solutions Architect Associate (Jan. 2023) - [Certificate on Credly](#)

- Generative AI and ML training series (July 2023) - [Google](#)

- The Data Scientist's Toolbox (Sep. 2015) - [Johns Hopkins via Coursera](#)

- Statistical Inference (Sep. 2015) - [Johns Hopkins via Coursera](#)

- Human-Computer Interactions (June 2013) - [Stanford via Coursera](#)

- Introduction to Databases (March 2013) - [Stanford via Coursera](#)

Skills

- **Tech writing core competencies:**

    - Proven ability to produce clear, concise, and accurate technical documentation, backed by my strong analytical thinking stemming from a bachelor's degree in mathematics.
    - Adept at diving deep to understand audience needs and ask inquisitive questions.
    - Possess exceptional researching skills and a knack for quickly acquiring new knowledge.
    - Skilled at translating personal learning experiences into effective tutorials, enabling efficient onboarding for others.
    - Strong proponent of open exchange and knowledge-sharing among cross-functional teams and stakeholders.
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- **Tooling-related skills:**

    - Documentation tools and formats, such as DITA Oxygen, XML, Markdown, JSON, YML, LaTex, AsciiDoc, AscciDoctor, Framemaker, Swagger/OpenAPI, Sphinx reStructuredText.
    - Expert-level experience with version control systems such as Git and Subversion.
    - Software development tools such as Visual Studio Code, IntelliJ IDEA, Eclipse, and Jira.
    - Operating systems including Linux distributions, Mac OS, and shell script reading.
    - Databases including SQL and NoSQL.
    - Adobe Analytics for analyzing web traffic.
    - Web service technologies including Web services, REST APIs, Node.js, JavaScript, HTML, and CSS.
    - DevOps such as GitLab CI/CD, GitHub Actions, Jenkins.
    - Cloud-computing technologies especially AWS.
    - Programming languages: Java and Python source reading.
    - Multimedia tools including video editing with Camtasia, graphing and diagramming with Visio, PlantUML, and SnagIt.
    - Containerization technologies such as Docker.
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- **Soft skills:** detail-oriented, resourceful, curious, highly adaptable to changes, active listening, empathetic, hands-on

- **Top five CliftonsStrengths:** Learner, Input, Achiever, Responsibility, and Intellection. See [TaoLi's CliftonsStrengths Report](#).