

SHUANG GUO

UX / TECHNICAL WRITER

As someone who's passionate about bringing pleasantly human language to the software we use every day.

CONTACT DETAILS

0406960721
melguoshuang@hotmail.com

LINKS

[LinkedIn](#)
[Portfolio](#)

LANGUAGES

- English
- Mandarin

BIO

I'm a data-informed writer who thinks and performs like designers, with a professional background and experience in the software industry. Data-driven and motivated to produce the best possible in-product copy as well as user documentation to meet business goals and improve user experience.

PROFESSIONAL EXPERIENCE

UX Writer at Mable, Sydney

August 2020 - present (Freelance contract)

Developing product copy for onboarding and approval flows based on brand principles and values using inclusive and accessible language.

Translating compliance-led copy to digestible and easy-to-understand copy to support a positive user experience, Editing copy based on legal and operational requirements.

UX Writer at MYOB, Sydney

January 2019-July 2020

Facilitated the successful completion of tasks and improved the end-to-end user experience of the product by writing and editing content for the web UI which includes on-screen text, onboarding tutorials, in-product messages, hints, interaction workflows, online help and release notes.

Partnered with product designers to deliver a clear and engaging story across all touchpoints within the product. Gave and received feedback on language design and contributed language to UX prototypes, conducted content research and testing.

UI / Technical Writer at Attaché Software, Macquarie Park

February 2017-January 2019

Authored and maintained the contextual online help, knowledge-base articles, installation guides, training videos, release notes to ensure that information about new products and features is timely, accurate, consistent and accessible to clients and all stakeholders.

Delivered to the user interface of the hybrid product (desktop & cloud) being developed, contributed to the company's language which covers style guides, content models, UI components, and tone of voice.

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PROFESSIONAL SKILLS

- Content research & testing
- Product writing
- Microcopy
- Content writing & editing
- Proofreading
- API writing
- Product onboarding
- Wireframe
- Google Analytics

TOOLS

- Adobe Creative Suite
- Microsoft Office Suite
- Confluence
- JIRA
- Appcues
- Walkme
- Sketch
- InVision
- Figma
- SharePoint
- WordPress
- SurveyMonkey
- Camtasia

PROFESSIONAL EXPERIENCE

Senior Technical Writer at Reckon Ltd, North Sydney
August 2008-February 2018

Created and maintained the context-sensitive help systems, user guide publications, release notes, auto-runs, e-learning video/tutorials for a wide range of personal and professional finance solutions to ensure the user documentation are up to date, accurate and relevant in accordance with each release.

Worked closely with the design team for user journey mapping and usability testings. Contributed to the text elements and onboarding of the cloud-based product.

Technical Writer / Business Analyst at Apparel 21,
Melbourne

April 2006-July 2008

Maintained the online help system to ensure the system is up to date, accurate and relevant in accordance with the each release together with training materials including e-learning tutorials. Liaised with subject matter experts to produce functional specifications and ad-hoc quotations to clients. Contributed to templates and style guides for internal documentation and company website. Created and distributed internal & external e-newsletters to both internal staff and clients.

EDUCATION

UX Writers Collective
Content Research & Testing, May 2020 - June 2020

Udemy
API Technical Writing: JSON and XML for Writers
API Technical Writing: REST for Writers

Royal Melbourne Institute of Technology (RMIT), Melbourne
Bachelor of Business, June 2000—December 2003

Royal Melbourne Institute of Technology (RMIT), Melbourne
Diploma of International Trade, January 1999—December 1999