

DOREEN CHU

Technical Writing, Editing & Communications
Specialist — Software & IT Organizations

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PROFILE

Creative, detail-oriented communications professional with a passion for developing training materials, proposals, and other critical documentation for software and technology organizations. Recognized throughout career for superior communications skills, as well as the ability to work effectively with engineering teams, customer leaders, and other cross-functional stakeholder groups.

PROFESSIONAL EXPERIENCE

Topical Software | www.topical.com

Project Analyst / Document Controller — Jul 2016 to Present

Provide project and documentation support for this developer of customized manufacturing and production software for numerous customer verticals including Energy, Lifestyle, Pharmacy, Food, Infrastructure, and Life Sciences.

- Develop and publish extensive technical collateral and user documentation for the company's systems—in addition to authoring presentations, briefings, and reports for leadership teams and stakeholder groups
- Coordinate requirements gathering sessions/reviews to define client software and documentation needs, in addition to facilitating ongoing project status meetings to review milestones, risks, and deliverables
- Prepare detailed responses and specifications for Request for Quote (RFQs) opportunities and direct the bid process for procurement of server and hardware
- Review technical documents and materials for quality and serve as liaison on quarterly/annual ISO audits

Garnet Builders | www.garnetbuilders.com

Project Accountant — Sep 2013 to Jul 2016

Provided accounting and project management support to this general contracting firm—including writing/editing subcontract agreements, purchase orders, and cost estimates for subcontractors, suppliers, and vendors.

- Carefully tracked change orders and correspondence to ensure the successful, on-time completion of multi-million-dollar construction projects in various states
- Process, reviewed, and audited monthly payments and cost reconciliations utilizing Timberline software
- Monitored subcontractor compliance with contract terms, insurance certificates, and lien releases

Reliable Staffing | www.reliablestaffing.com

Accounting/Operations Manager — Jul 2012 to Sep 2013

Provided day-to-day support for this top global staffing firm.

- Managed client records in CRM system, handled general accounting duties, and processed new hire paperwork

EXPERTISE

Technical Writing

Software Documentation

Content Development

SharePoint Updating

Requirements Gathering

User Training Guides

Project Support

Status Reports & Presentations

Webinar & Web Conferences

RFQs / Proposals

Quality Control

Customer Training & Support

Editing & Proofing

Style Guide Adherence

SOFT SKILLS

Detail Orientation

Customer Service

Cross-Functional Collaboration

Accountability

Keen Eye for Efficiency

Deadline Attainment

Creative Problem-Solving

Excellent Judgement

EDUCATION

Technical Writing Certificate Program

CA STATE UNIVERSITY—SAN JACINTO (2020)
Currently completing formal certification program centered around a range of advanced technical communications skills

Technical Writing, Editing & IT Courses

COPA VALLEY COLLEGE (2019)
Completed three different six-week programs focused on technical writing and editing, computer networking, and preparation for an A+ Certification in hardware repair

A.S. Degree Studies

ALAMEDA VALLEY COLLEGE
Phi Theta Kappa honor student; completed 44.5 credits toward A.S. Degree in Science

SOFTWARE PROFICIENCY

MS Office (Word, Excel, PowerPoint, Access, Outlook, Publisher), SharePoint, Skype, Zoom, BOX, Cloudberry, Sage/Timberline Accounting, QuickBooks, SAP, Adobe Dreamweaver, Acrobat DC, HTML, WordPress, Oracle, Content Management Systems (CMS)