Quincci Li

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Technical writer experienced in Adobe Framemaker, Robohelp, Madcap Flare, Figma, and Adobe Captivate. Proficient in writing and editing professional technical documentation.

EXPERIENCE

Fundserv / Technical Writing Intern
January 2024 - Present, Toronto

-Creating and formatting monthly Fundserv newsletters to inform members of new updates to finance industry standards and Fundserv services.

-Edited internal hardware and software user guides and created process documents (instructions) for the security team.

-Drafted special event emails and newsletters to employees (Lunar New Year, Black History Month, and Mental Health Days).

-Conducted interviews and speaking with SMEs about new updates for ticket filing applications to create process documents

-Created a new hires presentation for the quarterly town hall.

-Managing the communications inbox and handling member inquiries about new finance regulations and technical difficulties.

-Creating onboarding documents for future interns.

Little Forests Kingston / Consultant
January 2023 - April 2023, Kingston

-Educated Kingston citizens on the importance of green infrastructure. The current focus is to bring a higher level of tree equity within the city.

-Built proposals for increasing environmental awareness in the community targeted towards rental property owners.

Queen's Women of Colour Collective / Executive Blog Editor
April 2022 - April 2023, Kingston

-Edited blog submissions and collaborating with writers to create well-researched and engaging posts (qwocc.design.blog/blog-posts).

EDUCATION

Seneca College / Technical Communications Program
May 2023 - December 2023, Toronto

-Polished writing and editing skills towards crafting professional software and hardware technical documents (Portfolio: https://quinccili.com).

-Learned how to conduct user research and used feedback to improve customer help web pages.

Queen's University / History Major and Psychology Minor
September 2019 - June 2023, Kingston

-Wrote 20+ academic papers on subjects: Policing in Canada, The Soviet Experiment, Contemporary China, The Cold War, Indigenous Peoples and New France, Propaganda and Visual Culture.

-Awards: Dean's Honours List 2020-2021 and 2021-2022

TOOLS

-MS Word, PowerPoint, Excel, Outlook

-Adobe Acrobat, Framemaker, Captivate

-Robohelp, Madcap Flare

-DITA

-Figma, Canva

-Notion, Asana, Jira

-Google Docs, Slides, Sheets, Forms

-Adobe Photoshop, Illustrator

-Wix, Wordpres, Salesforce

SKILLS

-Experienced in managing large groups

-Good at brainstorming ideas and activities to improve teamwork

-Can handle working under pressure

-Adapts quickly to new environments

-Experienced in online digital marketing

-Can conduct usability testing

-Experienced in online documentation

-Skilled at mediating conflicts

TECHNICAL

-CSS

-Javascript/Jquery

-HTML

CERTIFICATES

-TEFL Certificate