

Nathaniel Tjandra

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Technical Writer Summary

Curious and practical technical writer with 4 years of experience saving developers time by shipping docs and code. Rose Mage to the top of Google Search with featured snippets, building an SEO content strategy of edutainment. Reduced Amazon customer tickets filled by 90% by writing docs to free up engineer and scientist resources on-call.

Technical Skills

Languages: Python, Markdown, JavaScript, HTML, CSS, JSON and Bash
Frameworks: Flask, Django, React.js, Next.js, Node.js, Jekyll, Apache
Databases: Postgres, SQL, Firebase, GraphQL, REST, nginx
Workflow: Agile, Kanban, DevOps, CI/CD
Tools: AWS, SageMaker, Git, Postman, Asana, Docker, Jira, Lighthouse, GCP, Linux

Work Experience

Technical Writer II at Amazon **San Francisco (Remote)** **Aug 2022 - June 2023**

Own and maintain content centered around AI and data used by internal and external teams to drive incubation.

- Collaborated with stakeholders to transform scientific conceptual papers into demo notebooks on SageMaker.
- Wrote, edited, and reviewed API and AWS infrastructure docs for product onboarding, user guides, and FAQs.
- Recorded, scripted, and edited video tutorials for data scientists, data engineers, and machine learning teams.
- Led team workshops at Amazon to improve mechanisms for communication, discovery, and knowledge sharing.
- Maintained communication channels such as wikis, broadcasts, and social media across science organizations.

Technical Writer I at Mage **Santa Clara (Hybrid)** **Sep 2021 - June 2022**

Spearhead content strategy as the first technical writer. Topics focused on developer education in machine learning.

- Conducted technical meetings for data cleaning, model training, and live product demonstrations with users.
- Shipped interactive documentation for live API requests and responses in Python, JS, and curl, for predictions.
- Published technical blog articles for AI Journal, Simple Programmer, and Mage to increase top of funnel.
- Curated Mage Academy courses teaching ML fundamentals to developers using Mage for end-to-end projects.

Full-Stack Software Engineer II **University of California, Santa Cruz** **Jan 2020 - Aug 2021**

Led an Agile team of five to make devices that identify anomalies in the power distribution system to reduce wildfires.

- Developed a REST API to fetch real-time voltage data from a network of IoT devices to an on-prem database.
- Combined visuals of voltage time series data with waveform charts to inspect outages and discover anomalies.
- Implemented semantic versioning to remove manual monitoring by scripting an automation to sync IoT devices.
- Monitor databases to schedule jobs and write queries for data analysis and client-server applications on-prem.

Projects

SuppCheck **Jan 2020**

Award winning Hackathon project that uses Computer Vision to identify the health benefits of fitness supplements.

- Deployed on GCP an interactive website and mobile app to upload images of product labels into Firebase.
- Integrated textual recognition of ingredient labels with Google's Cloud Vision API and photo layering.
- Devised a parsing algorithm to spell check and categorize encoded ingredients into organic versus chemical.
- Provisioned an Azure SQL Database to sample and filter through over 30,000 chemical compounds and benefits.

Education

University of California - Santa Cruz **Graduated June 2020**
Bachelor of Science in Computer Science