

# JIREH K. KANG

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Content writer and strategist with 8+ years of experience creating technical guides, UI copy, and web content. Quick to grasp complex concepts and skilled at translating them into clear, user-centric documentation. Proven record of leading cross-functional projects and building scalable, efficient processes.

## EDUCATION

Northwestern University | B.A. in Communication Studies and International Studies

June 2016

## EXPERIENCE

Manager, Technical Content Unit | Nexon Corporation

July 2024 – Feb 2025

- Managed 4 writers and drove content roadmap and strategies, elevating developer experience and advancing product goals
- Scoped, planned, and led the migration of 1,500+ guides for a site renewal, managing schedules, resources, and stakeholders
- Optimized navigation and cut 10% of redundant content using Google Analytics to identify low-traffic and duplicate pages
- Established Git best practices and Markdown templates, streamlining version control workflows and minimizing rework
- Reduced 10% of user-facing errors by leading initiatives to resolve UI inconsistencies and enhance website readability

Senior Technical Writer | Nexon Corporation

May 2023 – Feb 2025

- Created and updated 50+ API/SDK documentation, user guides, and release notes, ensuring clarity for diverse audiences
- Improved the usability of 35+ existing guides by collaborating with engineers and SMEs to validate technical content
- Resolved user pain points and delivered tailored documentation updates by closely partnering with client-facing teams
- Cut 2 hours of routine work per week and enhanced inter-team communication by integrating Jira and Figma into workflows
- Managed multiple documentation projects simultaneously, ensuring on-time delivery with efficient resource allocation

Technical & UX Writer | Sendbird

Nov 2021 – March 2023

- Streamlined product onboarding and integration by creating actionable API/SDK documentation for 5 feature launches
- Revamped 40+ existing guides by conducting technical reviews through Postman API calls and hands-on software testing
- Reduced documentation backlog by 50% through active cross-functional collaboration with PMs, engineers, and designers
- Enhanced content consistency and team efficiency by implementing reusable copy components across 20+ screens
- Consolidated three fragmented style guides into a single standardized framework to optimize writing and review processes

Content Editor | Kim & Chang

June 2017 – Nov 2021

- Drove brand consistency across website, print, and email assets by creating and managing multi-channel marketing content
- Generated 15+ promotional stories per quarter by coordinating with internal teams, sustaining a steady content pipeline
- Increased search rankings for more than half of all priority pages by using Google Analytics to inform SEO strategies
- Contributed to a 15% boost in mobile traffic by crafting UI copy optimized for a responsive website redesign

Project Associate | British Chamber of Commerce (BCKC)

Oct 2016 – May 2017

- Facilitated strategic partnerships by arranging 30+ targeted meetings between British companies and local trade partners
- Secured 5 new projects through targeted prospecting and relationship-building with high-potential clients

## SKILLS

**Authoring & Coding:** Markdown, Git, GitHub, GitLab, HTML & CSS, JavaScript, Oxygen XML Editor

**Collaboration:** Jira, Confluence, Asana

**Visualization:** Figma, Draw.io, Adobe Express