

Katrina Espinase

Calabarzon, Philippines

 katrinaespinase@gmail.com

 [linkedin.com/in/katrinaespinase](https://www.linkedin.com/in/katrinaespinase)

Summary

Experienced Technical Writer with a demonstrated history of working in the industry. Skilled in Technical Documentation, Management, and Knowledge Management. Strong media and communication professional with a Bachelor of Science (BS) focused in Computer Science from FEU Institute of Technology.

Experience

Senior Technical Writer

RingCentral

Sep 2021 - Present (1 year 5 months)

Technical Writer

RingCentral

Apr 2018 - Sep 2021 (3 years 6 months)

Technical Writer

Aztech Technologies

Aug 2016 - Jan 2018 (1 year 6 months)

Develop and maintain user manuals and installation guides for Aztech products

Work closely with the Engineers, service center staffs and customers on the technical documentation requirements

Create the product manual and transfer to production

Organize and update documentation when required

Research and develop product and technology white papers

Recommend product interface and behavior improvements

Intern

Manulife

Jul 2015 - Jan 2016 (7 months)

Worked under Global Access Management team.

Finished 1040 hours of intensive internship training.

Assistant

Municipality of Liliw

Apr 2014 - May 2014 (2 months)

Special Program for Employment of Students (SPES) Beneficiary

Worked during summers from April - May for three consecutive years (2012, 2013, 2014)



Customer Service Assistant

SM City San Pablo

Dec 2012 - Jan 2013 (2 months)

SM Scholar's Christmas Job

Education



FEU Institute of Technology

Bachelor of Science (BS), Computer Science

2012 - 2016

Skills

DITA XML • Technical Writing • Knowledge Management • Content Management Systems (CMS) •
Adobe Experience Manager (AEM) • Project Management • Microsoft Office • Google Workplace •
Salesforce Lightning • Jira

Honors & Awards



Scholarship - SM Foundation Inc. and FEU Institute of Technology

2012



Gawad San Luis Nominee - Gawad San Luis Inc.

2012



DOST Scholarship Awardee - DOST - Philippines

2012

Passed the DOST Scholarship Examination.

However, I chose the SM Foundation's scholarship award.



Outstanding Campus Journalist - Ruthinian Gregoire

Mar 2012



Top Performing Student - FEU Institute of Technology

Jun 2016

One of the Top Performing Students for SY 2015-2016

Certificate is awarded during the 9th Annual Students' Recognition

June 10, 2016

Manila Grand Opera Hotel, Manila