

ISAO KATO

3F, No.1, Lane 10, YongKang Street, Taipei City, TAIWAN 105 +886-961-229-644 – isaokato@gmail.com
Citizenship: Japan [Portfolio](#) / [LinkedIn](#) / [Blog](#) / [Twitter](#)

VERSATILE TECHNICAL WRITER / DOCUMENT DESIGNER

Engineering background / Multi-lingual / Procedural expert

From concept to completion – provide one-stop shopping for technical writing.

- Collaborate with development team and subject matter experts (SMEs) to document intricate information. Ensure all technical and procedural materials are accurate, well designed and easily accessible for end users.
- Expertly synthesize, organize and standardize mechanical and design specifications, ensuring concept and outcome are valid and functional.
- Demonstrate excellent interviewing, listening, organizational and writing skills, resulting in high-quality written products that address user concerns.
- Adapt to change and engage in evolving, culturally diverse environments.

EXPERIENCE

[IPEVO](#), Document Manager (Taiwan) August 2008 – present

- Independently manage technical writing activities and documentation projects for computer hardware and software. Designed, drafted and laid out 5 manuals, 6 quick start guides and 4 product specifications.
- Reduced documentation time 30% by standardizing style and specifications. Eliminated need for engineering and marketing divisions to manage documentation, which cut headcount by 50% and saved ¼ man-month for each subsequent manual.
- Use engineering background and strong technical skills to proactively communicate with SMEs. Suggest changes in early development stages, resulting in well-coordinated design and quality, client-friendly documentation.
- Test products and create documentation from user's point of view. Praised by several end-users for exceptionally accessible results via this method.
- Synthesize user experience and all elements of document (graphics, formatting and text), resulting in high-level documentation for end users.
- Constructed first comprehensive FAQ database, which improved customer confidence and reduced customer support overhead by 15%. Hired and trained three support professionals for U.S. customers, which established real-time interaction and local presence in U.S. market.
- Cut translation costs 80% by handling product documentation (6 user manuals, 3 quick start guides, numerous web pages) for Japanese market.

Core Competencies

- Technical Writing/Documentation
- Technical Illustration/Translation
- Information Design/Architecture

Document Design Expertise

Information architecture, user interaction, manuals, specifications, verification procedures, localization and requirements for international audiences.

Language Expertise

Fluent English, Japanese (native) and Chinese. Conversational Spanish. Asian document expert translator.

Technical Expertise

Computer accessories, measurement instruments, semiconductors, audio devices and safety standards.

Software Skills

MS Word, Excel, PowerPoint, PDF, HTML and basic graphic software. Adobe Creative Suite, Microsoft Visio, AutoCAD.

Education

Master of Science: Technical Communications, New Jersey Institute of Technology, Expected, 2011 (virtual)

Bachelor of Science: Electronic Engineering, Nagoya University, 1995

EXPERIENCE (continued)

GoodWill Instruments, Sr. Tech Writer/User Interface Designer (Taiwan) 2005 –2008

- Designed, drafted and edited user interfaces (menu tree, labels, etc.) with development team. Created 14 user manuals, 8 verification procedures and 7 service manuals from scratch, which reduced engineering overhead by ⅓ man-month.
- Supervised 4 user interface designs for new measurement instruments and software and produced or arranged for illustrations, charts and photographs.
- Facilitated company's entree into Japanese market in timely manner by translating 21 user manuals and 2 brochures from English into Japanese within 3 months of localization period.
- Identified as top performing employee of 2006 for freeing engineers of documenting tasks, revamping documents for user-centered design and systematizing documentation process.

Ceva, Sr. Field Application Engineer (Japan/Taiwan) 2002 –2005

- Displayed organizational, communication and teaching skills by hosting week-long product trainings and demonstrations at customer sites, which reduced engineer's flying budget by 20% and contributed to over 100% sales increase in Taiwan (2003–2004).
- Honed well-developed technical writing skills by editing application notes, authoring competitive analyses and devising product specifications, which resulted in 15% reduction in customer service calls in Japan region.
- Handled pre-sales technical review and post-sales technical troubleshoots. Mentored and grew technical support team from one-man operation to five-person group.

Vishay, Field Application Engineer (Japan) 2001 –2002

- Efficiently and quickly learned pre-sales data presentation and post-sales follow-up. Provided technical support for discrete semiconductors.
- Navigated multicultural environment while coordinating customization, logistics and quality issues with factories and R&D in Ireland, Taiwan, Singapore, USA and Germany, resulting in 2 joint-force projects between Japan and overseas production facilities.
- Identified and solved communication gaps by creating and distributing competitive component database and newsletters.

Freelance Translator (Japan) 2000 –2001

- Identified highly specialized word usage and business context and translated automotive/electronic business documents from English to Japanese and vice versa for Japanese auto parts companies.
- Created and assimilated web-based and other electronic documentation, training materials and industrial film scripts to convey technical material in concise and effective manner.

TOA, Staff Engineer (Japan) 1995 –2000

- Designed audio conversion circuits, digital equalizer and analog audio mixer and ran all EMC/Safety standard activities. Successfully conducted 7 testing projects, which were all completed without shipment delay.
- Wrote 3 safety regulation guides and maintained compliance database, ensuring accurate, unambiguous and concise documentation for engineers. As a result, post-development modification rate of products decreased by 20%.

Other Projects

Website Designer 2006 –2008, Quellan Japan

Transformed Quellan English website contents into Japanese. Rewrote and re-designed contents according to Japanese business context; praised by local clients for providing natural user experience.

Newsletter Coordinator 2004 –2005, Entrepreneur Association of Tokyo

Gathered accurate, complete and precise information to analyze and produce maximum click-throughs from target users. During this period, EA-Tokyo's subscription base grew more than 50%.