Casper Leung

Technical Writer
Vancouver, BC • Canadian Citizen (TN Visa Eligible)

Portfolio ↗
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WORK EXPERIENCE

Thales Group (formerly Imperva) - Vancouver, BC — Feb 2024 - Present

Technical Writer

- Create and manage documentation across Thales's data security portfolio, primarily DSF Hub and CipherTrust DSPM. Output includes technical guides, user manuals, release notes, and onboarding and deployment guides, coordinated with engineering teams to ship alongside GA releases.
- Built a Claude Code agent that investigates documentation feedback by cross-referencing the reported issue against source code, then proposes an edit for review.
- Triage a dedicated documentation feedback inbox daily and follow each submission to resolution with internal engineering teams and external enterprise clients.
- Contribute to the development and maintenance of a cross-team style guide initiative that spans multiple business units and products across Thales's cybersecurity division.

D3 Security Management Systems Inc. - Vancouver, BC — May 2022 - Feb 2024

Technical Writer

- Created and maintained end-user documentation for a SOAR (Security Orchestration, Automation, and Response) platform, including 100+ integration guides, user guides, API docs, and release notes.
- Managed two technical writers, with responsibility for assignment prioritization and project coordination across product release cycles.
- Led the migration from a legacy in-house authoring tool to Confluence with Scroll Viewport. Publishing time dropped 90%, and enterprise clients gained public documentation access for the first time.
- Designed and delivered the company's security awareness training program from scratch, covering 100+ employees. The program was a direct requirement for D3's SOC 2 Type II certification.

British Columbia Institute of Technology - Burnaby, BC — Aug 2021 - May 2022

Writing Center Tutor

- Assessed students' writing needs and developed structured improvement plans tailored to individual goals.
- Provided detailed formative feedback to post-secondary students across BC through the WriteAway online tutoring platform.

COMPETENCIES

Content types: API docs, end-user guides, integration guides, release notes, training materials

Practices: Docs-as-code, information architecture, single-sourcing, structured authoring, style guide development

Tools: Author-It, Confluence, Docusaurus, Figma, Git, Jira, Lucidchart, Microsoft Office, Postman, Scroll Viewport, Snagit, SharePoint, Swagger UI, VS Code

Markup and standards: HTML/CSS, Markdown, OpenAPI (Swagger), XML

Scripting and automation: Jira Automation, Python (scripting), SQL (basic queries)

Agentic coding tools: Claude Code, Codex

EDUCATION

British Columbia Institute of Technology - Burnaby, BC — Jan 2023 - Dec 2024

Bachelor of Business Administration - Business Intelligence & Value Management

- Graduated with Distinction (GPA: 86%)

British Columbia Institute of Technology - Burnaby, BC — Sep 2020 - May 2022

Diploma in Business Operations Management

- Graduated with Distinction (GPA: 86%)
- Earned the BCIT Business Operations Management Faculty Achievement Award upon graduation.
- Awarded merit-based scholarship for first-year academic performance (GPA: 87%).

University of British Columbia - Vancouver, BC — Sep 2014 - Dec 2019

Bachelor of Arts - Psychology (Major), International Relations (Minor)

CERTIFICATIONS

Web Design Accessibility Certificate, Udemy