



Tricha Dwinasty

Document Engineer

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SUMMARY

Strategic Technical Writer with 4+ years of experience delivering clear, impactful documentation across complex IT and software development lifecycles. Adept at translating technical concepts into user-friendly content—ranging from SDLC and API documentation to architecture diagrams—that drives alignment and reduces friction across teams. Proficient with industry-standard tools including Notion, Confluence, Lucidchart, and Microsoft Office Suite. Recognized for streamlining knowledge workflows, accelerating onboarding, and improving system usability in fast-paced, cross-functional environments.

EXPERIENCE

Technical Writer

03/2025 - Present

PT Astra International .Tbk

Serving as Technical Writer for the Dealer Experience Management & Integration (DXMI) Platform, I create and manage integration documentation that bridges communication between the Dealer System and the DI/DX platform. Working closely with product managers, engineers, and dealer representatives, I ensure clarity and alignment in documenting technical workflows and data interactions.

Key Contributions:

- Authored Integration Guides (IG) for dealer processes including Service Booking, Customer Registration, Walk Around Check, Insurance Claims, and Trade-In workflows.
- Documented complex JSON structures, including nested arrays and parameter definitions, to guide API integration and implementation.
- Developed flow diagrams and visual documentation to explain system behavior, enhancing comprehension for technical and non-technical stakeholders.
- Clarified data exchange protocols (e.g. customer and vehicle sync) to align with business logic and ensure compliance with Personal Data Protection Law (UU PDP).
- Maintained version control and updates based on stakeholder feedback and evolving system features.
- Acted as a communication bridge between developers and dealer-side teams, simplifying technical terminology into accessible documentation.

Impact:

Enabled smoother dealer onboarding and reduced integration time through comprehensive and user-centric documentation, contributing to more efficient rollouts of DXMI platform features.

AI Trainer

12/2024 - Present

Outlier.org

Contributed to AI language model development by providing high-quality linguistic, creative, and evaluative data in Indonesian and Malay, supporting the enhancement of AI-driven educational and communication technologies.

Key Contributions:

- AI Response Evaluation: Analyzed and ranked AI-generated content for clarity, coherence, and cultural relevance to improve model performance in Southeast Asian languages.
- Creative Content Development: Composed engaging, domain-specific narratives and short-form content in Indonesian and Malay to refine the AI's contextual understanding and creativity.
- Factual Accuracy Assessment: Conducted rigorous evaluations of AI outputs, identifying misinformation or inconsistencies, and ensuring factual integrity in generated responses.
- Collaborated with international linguists and machine learning teams to provide critical feedback on language behavior, tone, and localization accuracy.

Document Engineer

01/2023 - 01/2025

Telkom Indonesia - Project OSS ↗

- Authored and maintained comprehensive SDLC documentation, reducing project delays by 20%.
- Spearheaded API documentation for the OSS(Online Single Submission) project, enhancing integration efficiency by 25%.
- Optimized internal knowledge-sharing processes using Notion and Confluence, increasing document accessibility by 30%.
- Collaborated with cross-functional teams, including developers and QA, to create user-friendly manuals and guides.
- Authored and maintained SDLC documentation, providing clear and actionable guidance to project stakeholders.

Document Engineer

02/2024 - 05/2024

Telkom Indonesia - Project E-Health Satunadi Simklinik

- Delivered high-quality technical documents for the Satunadi Simklinik project, ensuring precise information capture and clear dissemination.
- Designed and updated sequence diagrams and system architectures, improving operational understanding across teams.
- Enhanced team productivity by 20% through the implementation of standardized documentation processes using Notion.

Technical Writer

05/2021 - 04/2023

PT Bank Mandiri (Persero) Tbk. ↗

Technical Writer Wholesale E-Channel - IT Application Support Group

- Produced top-tier technical documents for Notification Engine Team and Mandiri Kartu Kredit(CC), supporting Mandiri's Livin' digital banking app.
- Delivered FSDs, TSDs, and migration documents for critical banking application features, aligning deliverables with business and technical standards

Entrusted with end-to-end project processes, ensuring seamless execution for system enhancements and integrations:

- Requirement Gathering & Analysis: Participated in discussions to understand enhancement needs, critically analyzed change requests (CR), and addressed potential issues.
- Development Support: Maintained project scope, identified and leveraged middleware API services, and facilitated developer needs.
- Testing Phases: Managed test plans and supported SIT, UAT, penetration testing, and stress testing, collaborating with QA, developers, and IT security teams.
- Deployment & Release: Coordinated deployment processes, presented project status at RCB meetings, and ensured smooth production rollouts and PTR (Post-Release Testing).
- Enhanced collaboration through daily meetings and progress tracking with cross-functional teams, including product users, developers, and production staff, to meet project timelines and resolve issues.

Developed and maintained key documentation, such as:

- QA Needs, Minutes of Meeting (MoM), Installation Guides

Production Trial Run Strategy, Server Requests, Firewall Access Forms

- User Management DB Forms, Network Addition Forms, and others
- Supported IT architecture by defining infrastructure needs and creating system architecture diagrams.
- Provided first-line support for troubleshooting and inquiries during end-to-end processes and post-deployment stages.

Key Achievements:

- Streamlined communication between stakeholders, resulting in 30% faster issue resolution during critical project phases.
- Delivered accurate and comprehensive documentation, reducing onboarding time for new team members by 25%.
- Successfully supported multiple large-scale deployments with minimal production downtime.

Information Technology Support Engineer

06/2019 - 08/2019

Telkom Indonesia

- Built a real-time task assignment system using PHP and SQL, improving administrative task efficiency by 40%.
- Enhanced communication between administrators and technicians, reducing task delays significantly.

Spatial Database Research Group - Database Lab

02/2018 - 01/2019

Telkom University

Information Technology Software Engineer

05/2018 - 07/2018

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- Developed a web-based absence and overtime calculation system, streamlining payroll processes and reducing errors by 25%.

EDUCATION

Informatics

08/2015 - 11/2020

Telkom University - Bachelor's degree

CERTIFICATES

IT Security (Professional Academy) ↗

10/2024 - Present

Digital Talent Scholarship

Google Analytics Individual Qualification

Advanced Google Analytics Individual Qualification

Google Analytics

SKILLS

Software Development	Basic	Communication	Intermediate
UML Tools	Intermediate	Agile Methodologies	Intermediate
User Documentation	Intermediate	Problem Solving	Intermediate
Technical Documentation	Intermediate	Analytical Skills	Intermediate
Attention to Detail	Intermediate	Technical Specs	Intermediate

LANGUAGES

English	Intermediate	Indonesia	Native
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