

## TECHNICAL WRITING EXPERIENCE

### OPTAFI — REMOTE | Leading provider of cloud transformation services

#### Technical Writer

July 2023 to Present

- Lead documentation efforts for multi-team cloud infrastructure projects, including Azure VM provisioning, SQL Always On Availability Groups, and Rubrik backup workflows, increasing cross-team knowledge
- Maintain internal documentation libraries using Markdown, ServiceNow, and SharePoint with scalable folder structures and embedded workflow triggers
- Collaborate with engineering and infrastructure teams (Linux, Windows, Networking) to produce SOPs, runbooks, and process guides aligned to Microsoft Style Guide standards; maintained 90%+ first-draft approval rate
- Reduced documentation lifecycle time by 75% by implementing a structured intake system and template library
- Integrated GPT-based tooling for background information on technical topics—expanding coverage of edge cases and improving efficiency for complex systems documentation
- Established documentation ownership in projects lacking formal processes by initiating naming conventions, enforcing consistency standards, and setting up cross-team review pipelines
- Build familiarity with Docs-as-Code practices and static site generators (MkDocs) to support scalable, version-controlled documentation pipelines aligned with engineering team workflows

### VILLAGEMD — HOUSTON, TEXAS | National leader in value-based primary care

#### Technical Writer

September 2021 to August 2023

- Developed documentation using Microsoft Word, PowerPoint, Visio, and Adobe Acrobat, including how-to video recordings, job aids, medical protocols, and short manuals designed for the highly compliance-driven healthcare industry
- Edited existing documentation and updated protocols and standard operating procedures (SOPs) to maintain accuracy, relevancy, and adherence to an internal style guide
- Interviewed and collaborated with subject matter experts (SMEs) to document processes, policies, role expectations, and training materials tailored to their expertise to leverage continuous learning
- Increased knowledge base engagement by 258% among agents and physicians following repository launch
- Streamlined documentation updates using Excel, Outlook, and Power Automate, reducing turnaround time from weekly to daily in key update cycles
- Developed a new repository using SharePoint and Confluence that received a 90% user satisfaction rating

### FREELANCE — REMOTE | Various clients throughout the U.S.

#### Writer & Editor

June 2020 to July 2023

- Provided tailored writing, editing, and proofreading services across various industries, adapting tone and format for technical, marketing, and creative needs
- Acquired specialized expertise in JSON, XML, and documenting REST APIs through the completion of highly regarded Udemy certifications, enabling the creation of clear and concise API documentation for developers
- Developed and wrote 23 pages of keyword-rich website content that boosted the client's search rankings and doubled organic leads from website traffic
- Edited and rewrote a website and marketing materials, resulting in a 75% increase in web traffic and a 200% increase in leads
- Applied foundational HTML knowledge to collaborate on site structure and implement content effectively
- Wrote lore, item descriptions, and event dialogue for *Medieval Overhaul*, a top-rated Steam Workshop mod for RimWorld (3,500+ 5-star reviews); collaborated with developers to ensure narrative consistency and in-game integration

**SCORPION MARKETING – VALENCIA, CALIFORNIA** | Provider of technology services to U.S. small businesses**Content Manager**

- Researched and wrote extensive creative copy, including blog articles, website content, and marketing emails for marketing and SEO specialists, project managers, and individual clients, enhancing the success of respective business goals
- Adhered to diverse tone and style specifications in alignment with project requirements to ensure web pages, blogs, and other marketing writing materials maintained the company's message
- Built a reputation for creating accurate, grammatically sound content targeting specific audiences

**THE PAISANO – SAN ANTONIO, TEXAS** | Independent newspaper of the U. of Texas, San Antonio**Assistant Managing Editor**

- Established a new style guide to ensure all writers followed the same rules and regulations
- Managed a group of 15 writers and editors who reduced publication errors through meticulous editing to elevate journal quality and accuracy
- Contributed to 50% growth in social media engagement by selecting relevant, compelling journal content
- Earned promotion from copy editor to assistant managing editor for leadership and editing capabilities

**SAGEBRUSH REVIEW – SAN ANTONIO, TEXAS** | Student-run literary and art journal**Intern**

- Expanded submissions by writing and launching a high-impact email marketing campaign that targeted over 100 new leads at universities nationwide
- Contributed to marketing operations by identifying, researching, and reporting on advertising opportunities

**NVATE – REMOTE** | Magazine focused on innovative new ideas, products, and research**Content Writer**

- Conceptualized and pitched articles on healthcare, technological, and scientific topics, including sleep and nutrition studies, blue light filtering applications, and eco-friendly appliances

**EDUCATION**

**Bachelor of Arts** in English Literature, Creative Writing | University of Texas at San Antonio, San Antonio, TX

**CERTIFICATIONS**

JSON and XML for Writers | Learn API Technical Writing | Udemy | June 2023

HTML Essential Training | LinkedIn | December 2020

SEO Foundations | LinkedIn | November 2020

**SKILLS**

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|-----------------------------|-----------------------------|-----------------------------------|
| • Complex Technical Writing | • AP   Chicago   MLA Styles | • Automation Document Design      |
| • Content Writing           | • Email Marketing           | • Google Analytics                |
| • Proofreading & Editing    | • SME Collaboration         | • Technical Research/Interviewing |
| • Keyword Optimization      | • Markdown                  | • Web Authoring                   |
| • SOPs                      | • Blogging                  | • Graphic Design                  |
| • SEO Research              | • Landing Pages             | • Product Document Optimization   |

**Applications:** SharePoint | Confluence | OBS | REST API | GitHub | CSS Camtasia | Power Automate CMS | Visio | JSON | XML | HTML | CSS | Slack | Outlook | MS Office Suite