Jacqueline Moore

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EXPERIENCE

Salesforce // Technical Writing Intern

June 2020 - September 2020

- Authored the script of a user help video for the beta release of the Einstein Analytics dataset editor. Collaborated cross-functionally with product managers to incorporate key use cases into the video script.
- Drafted a release note about an update to the data filtering feature of Einstein Analytics.
- Implemented Oxygen XML Editor and Perforce to revise and publish help pages about SAQL tools for third-party developers.

AT&T // Summer Learning Academy Extern

June 2020 - July 2020

- Advanced project management and business communications skills through weekly workshops, quizzes and speaker events.

Salesforce // Technical Writing Intern

June 2019 - September 2019

- Drove the creation of a user-facing, interactive applet that showcases fundamental data analysis tools of Einstein Analytics.
- Lead discussions with product managers and software engineers to develop educational text, customer scenarios, and an engaging UI for the applet.
- Prioritized competing priorities for the applet by maintaining a Kanban board, and tracked deliverable deadlines by constructing a product roadmap.

remote.it // Technical Writing Intern

June 2018 - September 2018

- Composed a user manual that demonstrates how to implement the bulk scripting tool of the remote.it software.
- Partnered with software engineering interns to improve the user experience by integrating sample code into product documentation.
- Created email campaigns about newly released features using HTML/CSS.

EDUCATION

University of California, Davis // Biomedical Engineering (B.S.)

September 2017 - June 2021

Minor in English

College of Engineering Dean's List

SKILLS

Programming
Python, JavaScript, HTML, CSS, XML (DITA), Git, Perforce

Project Management
Confluence, Jira, Trello, Agile product development (Scrum)

Design
Figma, Adobe XD, Adobe InDesign, SolidWorks

AWARDS

Society for Technical Communication Alliance Competition 2019-20
Award of Merit

INVOLVEMENT

BioInnovation Group // Project Lead
September 2019 - Present
Co-leading a 10-person research team to build microfluidic controllers for RNA sequencing.

The California Aggie // Copy Editor
November 2017 - February 2020
Proofread 25 articles per week in accordance with the AP Style Guide.