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 the product and development teams to identify key use cases for the script.
- Drafted a release note about a GA update to a data filtering feature of Einstein Analytics.
- Updated release notes and manuals for developers about SAQL tools using Oxygen and Perforce.

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 explains how to implement data analysis tools of Einstein Analytics.
- Collaborated with product managers and engineers to develop informational text, customer scenarios, and design elements for the applet.
- Prioritized competing requirements by maintaining a Kanban board with Trello, and tracked deliverable deadlines by developing a product roadmap.

remote.it // Technical Writing Intern

June 2018 - September 2018

- Composed user manuals directed at developers that describe how to implement new product features.
- Partnered with engineering interns to incorporate use cases involving Python scripts and command line tools into product documentation.
- Created email campaigns about newly released features with HTML and CSS.

EDUCATION

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

September 2017 - June 2021

Minor in English

College of Engineering Dean's List

SKILLS

Writing
Technical writing, content writing, news writing, copy editing

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

Design
Figma, Adobe XD, Adobe InDesign, SolidWorks

AWARDS

Society of Technical Writers 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
March 2018 - February 2020
Proofread copy (25 articles per week) according to the AP Style Guide.