

Education

MA Professional Writing and Editing
West Virginia University, Morgantown 2013
BA Professional Writing and Editing
West Virginia University, Morgantown 2010
BM Music Performance
West Virginia University, Morgantown 2010

Tech Stack

API Documentation
Adobe CC
Bash//ZSH
DITA XML
Git
Github
JavaScript
REST

Skills

Confluence
FreshService
Jira
Madcap Flare
Salesforce
Swagger

Experience

Technical Writer III, contractor

- Write internal documentation for IT service agents—guides, SOPs, FAQs, runbooks, and knowledge base articles
 - Assist in migration of Jira Cloud to Jira Server instances
 - Document HR, Facilities, and Talent Acquisition team processes outside of Ring IT
- November 2019- Current Santa Monica, CA



Technical Writer/Quality Assurance Engineer, contractor

- Wrote internal documentation for developers
 - Created training materials (slide decks for webinars, narrated videos) for workshops
 - Broke down complex system architecture for Marketing, Finance, and Accounting teams
- July 2019- November 2019 Santa Monica, CA



Technical Writer

- Communicated with project managers in tribe/ squad structure to understand new features, updates to product
 - Used Madcap Flare to publish help using Google Analytics and Inbenta integrations
 - Authored guides, release notes, how-to articles, and API documentation for beta and live customers
- November 2018- July 2019 Glendale, CA



Technical Writer II

- HTML/CSS/JavaScript and Markdown used to write embedded and online help for flagship risk management application
 - Windows Server (2012 rn) used to configure back-end of application
 - Solely responsible for organization’s technical communication tools and their purchasing decisions
- April 2017 - November 2018 Pasadena, CA



Information Developer

- Authored object-oriented help topics using DITA XML in CMS
 - Conducted user research in collaboration with UX colleagues
- 2014–2017 Charlotte, NC

