

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
OpenAPI
Logic Pro X

Experience

Technical Writer, contractor

Lead Service Design’s global expansion projects for post-PayPal integrated transactions. Routinely write project requirements (BRD, PRD), customer journey maps, and knowledge base articles.

October 2020 - present



Technical Writer, contractor

Produced 20-page operations runbook for IT service agents. After publishing this guide, process adoption increased, leading to streamlined new employee onboarding for Ring IT at large. Wrote knowledge base articles documenting Ring-to-Amazon process transitions—some articles with 1.5k views in two months individually. Collaborated with a wide variety of stakeholders including developers, and members from HR, Marketing, Accounting, and Facilities in a two-week sprint Agile environment.

November 2019- September 2020 Santa Monica, CA



Technical Writer/Quality Assurance Engineer, contractor

Collaborated with Hulu’s Subscriptions team to refactor a developer command-line tool into a graphical user interface. Documenting this tool as both a guide and webpage increased buy-in from Marketing and Accounting stakeholders, preventing the Subscriptions team from failing a SOX audit by its recent buyer, The Walt Disney Company.

July 2019- November 2019 Santa Monica, CA



Technical Writer

Managed release note cycles and supported five product areas during the company’s \$1.65 million Series D funding. Authored guides, how-to articles, and API documentation for beta and live customers to accommodate tech-savvy and traditional technology users in the home services space. Google Analytics and Inbenta integrations showed increased engagement with documentation, authored using Flare and Git.

November 2018- July 2019 Glendale, CA



Technical Writer II

Redesigned and migrated documentation library (Doc2Help to Flare) for a risk management platform. Hosted webinars and live Q&As. Knowledge base articles and self-service initiatives decreased service desk calls.

April 2017 - November 2018 Pasadena, CA



Information Developer

Wrote DITA XML, topic-oriented guides and collaborated with UX/UI designers to develop user personas in different time zones.

2014–2017 Charlotte, NC

