

Skills

English & Spanish | Tableau | SolidWorks | AutoCAD | Digital Adoption Platforms (DAP) | Java | Git | PostgreSQL | JavaScript | HTML | CSS | Integration Testing | OAuth | Responsive Design | Unit Testing (JUnit) | Debugging | Sales | Closing | Consulting | Procreate

Professional Experience

Technical Writer | Freelancer

Remote 01/2025 - Present

- Developed and maintained comprehensive technical documentation, including user guides, documentation, and SOPs, improving team efficiency and consistency.
- Collaborated with internal teams, product managers, and SMEs to ensure accuracy and consistency in technical materials
- Implemented documentation strategies using tools like Confluence, Notion, and Google Docs, improving content organization and accessibility for clients

Technical Account Manager | Proxify

Remote 10/2024 - 12/2024

- Managed 50+ inbound sales pipeline by identifying client needs, matching them with top developers, and recommending optimal technologies based on technical project experience, leading to improved client satisfaction and retention
- Optimized resource allocation by aligning clients with the right technical talent through strategic developer-client matchmaking and ensuring high-quality project execution by deeply understanding client needs and strategically matching them with top-tier developers

Whatfix

Remote 06/2023 - 10/2024

Solution Engineer

- Led the implementation of customized solutions for 30+ customers across various platforms such as Salesforce, Duckcreek, Guidewire, Workday, Netdocs, and more; resulting in significant improvement in operational efficiency and notable increases in user adoption rates
- Implemented technical customizations for over 50 customer use cases, using JavaScript and integrating with APIs to streamline operations and enhance efficiency. Conducted comprehensive testing with tools like Postman and various IDEs to ensure the reliability of integrations and customizations, effectively reducing post-implementation issues
- Documented 30+ customer use cases, outlining requirements, solutions implemented, and key outcomes facilitating knowledge sharing among team members, resulting in streamlined processes and improved collaboration

Technical Account Manager (TAM)

- Acted as a TAM for a portfolio of 10+ enterprise clients focused in Banking, Finance and Insurance, delivering support, comprehensive enablement sessions as a product expert, and proficiently resolving technical inquiries for Whatfix products
- Managed strategic discussions with customers and instructional designers regarding application onboarding, creating targeted content for users, and identifying use cases to track and share with upper management, driving better engagement and alignment with client goals

Instructional Designer

- Collaborated with designers to develop strategic content plans, optimizing the use of Whatfix widgets for seamless digital adoption
- Led the transition from traditional virtual training to interactive step-by-step solution guides, increasing user engagement and knowledge retention while streamlining content delivery

Solution Consultant | Kinaxis

Remote 02/2022 - 02/2023

- Configured, tested, and deployed user stories to optimize the network for a \$35M supply chain resulting in improved efficiency, cost savings, and increased productivity of day-to-day processes for customers by streamlining the implementation process
- Conducted training sessions for over 50 clients, leading to a 100% satisfaction rate and an increase in the effective utilization of the Kinaxis RapidResponse platform as demonstrated by positive feedback from the customer

Digital Learning Consultant | Kinaxis

Remote 04/2021 - 01/2022

- Collaborated with hundreds of customers to discern learning goals and create learning solutions that met their industry demand

Education

Tech Elevator 30-week Full-stack coding Java Bootcamp 700+ hrs of development education and application	11/2022 - 07/2023
The App Brewery Web Development Bootcamp 120+ hours of development and education	2023
B.S. Business Analytics and Information Systems University of South Florida	2020

Awards & Certifications

- Whatfix Certificate of Appreciation - Award for exceptional efforts and contributions to the Professional Services Team2024
- Whatfix Solution Engineering Certifications - Digital Adoption Associate, Digital Adoption Solutions Specialist2023
- Digital Skills: User Experience by Accenture2023
- Certifications: Project Sherpa Consultant Certification 1, RapidResponse Solution Consultant Level 1 Certifications2022