

Alexa Kristensen

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SKILLS

- Technical writing, tutorial writing, UI writing, cross-functional editing
- Agile, Astro, docs-as-code, Docker, Gatsby, GitHub, Hugo, Netlify, VS Code
- Figma, Keyboard Maestro, Google Analytics, SnagIt, Tableau
- Git, HTML/CSS, JavaScript, Linux, Markdown, React, SQL-based languages
- Documented features for Go, Node.js, Python, and Ruby based apps

EXPERIENCE

New Relic (Remote) - Technical Writer

Dec. 2021-Dec. 2024

- Planned, wrote, and managed new docs category for AI observability products
- Led quality initiative for on-premise and cloud infrastructure monitoring, including docs for Linux hosts and New Relic supported AWS integrations
- Defined best practices and content standards for new components and tutorial category
- Worked with product, engineering, and support teams to meet publication deadlines
- Gained expert product knowledge through dogfooding and testing with stakeholders
- Reviewed UX designs and copy to ensure user success
- Wrote cross-functionally for UX copy, GTM materials, and end-of-life communications

Affordable Trenchless (Fair Oaks, CA) - Administrative Assistant and Technical Writer

Oct. 2020-Nov. 2021

- Drafted technical reports for sewer/water mainline repairs and replacements
- Drafted job contracts and managed contract payments in our ecommerce system

Each Green Corner (San Mateo, CA) - Grant Writer

Sep. 2020–Jun. 2021

- Authored and edited 11 grant applications earning \$50,000 in awarded funding
- Authored FY20 development retrospective and annual report for donors and volunteers

NorCal Resist (Sacramento, CA) - Project Manager and Grant Writer

Sep. 2021–Jan. 2022

- Built grant systems to streamline grant drafting, editing, and application process
- Created doc templates that increased quantity of submitted applications per quarter

Freelance Editing (Chicago, IL) - Resume Developmental Editor

Jan. 2016– Present

- Provided feedback on resumes for students, professionals, and technical writers
- Assisted tech writers with docs-as-code and portfolio development

EDUCATION

University of California, Davis

- B.A. in History; Science & Technology Studies
- Coursework: Writing in the Professions: Technical Writing; Visualizing Society with Data (R programming)

London Science Fiction Research Community (2019) - Panelist

- Participated as distinguished undergraduate panelist at professional conference
- Wrote and presented original research paper about Samuel Delany's *Nova*