

EDUCATION

The University of Chicago

Bachelor of Arts (B.A.) in Comparative Human Development

Awards: Dean's List 2015 – 2019, Metcalf UCIIAM Grant Recipient

Chicago, IL

June 2019

WORK EXPERIENCE

AppDynamics, part of Cisco

Technical Writer, Information Development

San Francisco, CA

March 2020 – present

- Publish developer documentation, UI content, SDK references, and monthly customer-facing release notes for SaaS and on-premises product engineering teams (Analytics, Events Service, Network, Node.js, C/C++ SDK, and GO SDK)
- Author source code annotations with Markdown and auto-generate C/C++ SDK reference documentation with Doxygen
- Identify gaps in knowledge management/documentation and scope doc work for the ThousandEyes/AppDynamics integration
- Launch a consistency review initiative to standardize voice and tone, bold UI elements, replace absolute URLs, add alt text to images, and publish support/security advisories about feature deprecations and upgrades
- Pilot a monthly release review process for peer feedback and conduct doc QA to ensure documentation style guide standards
- Write security posture documentation for AppDynamics' FedRAMP Moderate Authorization and Disaster Recovery offerings; project manage stakeholders across Customer Trust, Product Marketing, Product Management, and Security
- Mentor and onboard new employees on the InfoDev team; deliver trainings on Atlassian Confluence, JIRA, and Snagit
- Document UI elements in the Particle Design System and writing guidelines in the UX Writing Style Guide
- Initiate diversity and inclusion discussions around hiring and promote awareness of information development in the Design & Experience organization; guest-edited the first technical writers' edition of the org-wide Design Bytes Newsletter

Cisco Systems

Business Analyst, Communications, Change Management, & User Experience

San Jose, CA

September 2019 – March 2020

- Managed the Office 365 Help Center (knowledge base of 120+ articles) in ServiceNow and collaborated on writing support documentation with Customer Support; audited legacy content and published new KB articles about Office 365
- Launched email campaigns in Oracle Eloqua as part of change management initiatives across multiple Cisco IT services; tracked campaign metrics and published reports about campaign performance with Power BI
- Created mockups in Sketch, proposed UX feedback in inVision, and wrote copy for the Cisco API Console
- Transcribed focus groups and 1/1 interviews; measured user sentiment and gathered user feedback on Cisco IT services
- Published a playbook on change management/communications principles and documented the Content Contributor User Guide for ServiceNow; nominated as a judge for Cisco's IT Blog Awards in 2019
- Published New Hire Laptop Set Up guides and created user journeys to highlight pain points in the onboarding experience

UChicago Office of Undergraduate Admissions

Outreach Intern

Chicago, IL

October 2018 – June 2019

- Documented content strategy plans in Atlassian Confluence and analyzed social media platform (YouTube, Instagram, Twitter, & Pinterest) performance for prospective student outreach; designed user journeys and landing page wireframes in Balsamiq for the admissions blog and Admitted Students portal
- Managed the College Admissions Pinterest and YouTube channels, standardized content creation practices, and tracked SEO metrics; produced and edited short-form videos while writing blog posts for the Uncommon Blog

Salesforce

Returning Technical Writing Intern, Site Reliability Engineering

San Francisco, CA

June 2017 – September 2018

- Prioritized three large-scale projects over 12 weeks: migrated and revised a database collection of over 700+ pages of incident and event management for the Salesforce Marketing Cloud Email Studio
- Launched a monthly global newsletter for the Site Reliability Engineering organization to evaluate V2MOM methods and evangelize team communication; directed email marketing campaigns and compiled analytics reports with Email Studio
- Reviewed and published over 650+ Knowledge Base Articles in Salesforce GUS to standardize alert-based procedures
- Created information architecture for an internal documentation playbook and designed landing pages in Adobe Illustrator
- Conducted content audit and integration of Email Studio playbooks into Confluence and hosted content management training
- Published internal software tool guides and blog posts about incident resolution, data migration, and data center availability

SKILLS AND INTERESTS

Certifications: Google AdWords, Google Analytics, and HubSpot Inbound Marketing. Proficient in PPC and SEO.

Interests: Information architecture, technical writing, UX writing, UX research, content design, accessibility, and localization

Hobbies: Gardening, group fitness, home decor, recipe development, cinema, alternative/indie film production, and editing