

EDUCATION

The University of Chicago

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

Chicago, IL

June 2019

WORK EXPERIENCE

Datadog

San Francisco, CA (Remote)

Technical Writer, Community & Open Source

May 2021 – present

- Write developer documentation, edit release notes, review documentation updates from internal and external contributors, and scope documentation work for upcoming product and feature releases
- Lead content strategy and size deliverables for Docs4Docs, our internal documentation wiki, and Druids, our design system
- Customize code example blocks with Hugo partials in VS Code, reformat source code and whitespace, and document the documentation repository's architecture in Confluence
- Review pull requests from open source and internal contributors, synchronize stale branches with updates to the main repo branch, and provide copy, grammar, and writing feedback on pull requests with Markdown, YAML, and TypeScript updates
- Create Jira tickets from user feedback in Hotjar, address translation questions about English, French, and Japanese docs in Transifex, and troubleshoot issues flagged by the Documentation CI/CD pipeline in GitLab
- Manage a backlog of doc requests, plan future product and feature kickoff meetings with PMs and dev managers, and scope gaps in product documentation from product and feature announcement emails
- Replace broken links to the API documentation, implement navigation updates to the TOC, and single source content into the documentation repo and GitHub Marketplace from public repositories
- Document tribal knowledge, publish documentation information architecture decisions, and organize internal documentation to onboard new technical writers and embeds in Confluence
- Generate staging previews of doc updates, iterate on content with PM and Eng feedback, and merge approved pull requests
- Define documentation requirements for SLAs, contribute to project specs for the Websites team, and foster doc relationships with product and engineering teams on Slack
- Mentor product managers and solutions engineers on how to contribute to documentation, onboard product managers onto the documentation lifecycle, and collaborate with source code owners on pull requests in internal and external repositories
- Provide feedback to speakers in workshop dry runs, respond to questions in product demonstrations with users, and draft curriculum/workshop descriptions with evangelists and curriculum developers
- Host virtual, in-person job shadowing sessions with college students interested in technical writing; organize pair writing and programming sessions with technical writers, product managers, developers, and PM interns

Vinebase

San Francisco, CA (Remote)

UX Content Strategist

August 2020 – April 2021

- Wrote and edited UI copy, email communications, and product documentation; collaborated with Marketing and Design on UX design/copy projects and document content design principles in our design system and style guide
- Explored user behavior in Metabase, created design mockups in Figma, and provided UX feedback for the beta release
- Flagged inconsistent design and copy patterns in the user experience, proposed solutions and recommendations to Product Management, and implemented UI text changes in GitHub

AppDynamics, part of Cisco

San Francisco, CA (Remote)

Technical Writer, Information Development

March 2020 – April 2021

- Published developer documentation, UI content, security/support advisories, and monthly customer-facing release notes for SaaS and on-premises product engineering teams (App Analytics, Events Service, Network, Node.js, C/C++, and Go SDK)
- Lead user feedback in Qualtrics, implemented custom HTML surveys in Confluence, and triaged doc issues in Jira
- Updated the C/C++ SDK source code in Bitbucket, generated reference documentation with Doxygen, and linked users to the SDK docs from the product docs
- Proposed a release management process to streamline CI/CD of agent releases, release notes, and feature deprecation and upgrade announcements; launched a consistency review cycle to standardize voice and tone, bold UI elements, replace absolute URLs, and add alt text to images
- Published security posture documentation for AppD's FedRAMP offering and a white paper on AppD's Disaster Recovery drills (worth \$200M of annual bookings); collaborated with Customer Trust, Legal, Marketing, PM, and Security
- Interviewed and onboarded new writers on the InfoDev team; delivered trainings about Atlassian Confluence, Jira, and Snagit
- Documented UI elements in the Particle Design System and microcopy writing guidelines in the UX Writing Style Guide
- Initiated diversity and inclusion discussions around hiring and promoted 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

San Jose, CA

Business Analyst, Communications, Change Management, & User Experience

September 2019 – March 2020

- Managed the Office 365 Help Center, a knowledge base of 120+ articles in ServiceNow; audited legacy information and published new content about Office 365 products and features at Cisco
- 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 UI copy for the Cisco API Console
- Transcribed focus groups and 1/1 interviews; measured user sentiment and gathered user feedback on Cisco IT services
- Documented a playbook on change management/communications principles; judged Cisco's IT Blog Awards in 2019
- Published onboarding guides and created user journeys to highlight pain points in the onboarding experience

Salesforce

San Francisco, CA

Associate Technical Writer, Site Reliability Engineering

June 2017 – September 2018

- Migrated and revised a database of 700+ incident/event management procedures for 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
- Published internal software tool guides and blog posts about incident resolution, data migration, and data center availability

VOLUNTEERING

Rainbowdogs

San Francisco, CA

Committee Member, Events & Outreach

January 2022 – present

UChicago Alumni PRIDE

San Francisco, CA

Board Member, SF Metro Chair

August 2021 – present

UChicago Alumni Club of the Bay Area

San Francisco, CA

Communications Chair

April 2021 – present

SKILLS AND INTERESTS

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

Interests: Product development, information architecture, technical/UX writing, user research, accessibility, and localization

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