

# TIFFANY SMITH

*Humanizing complex tech through empathy, clarity, and accessible communication.*

**Technical Communicator | Developer Advocate | AI/ML Technical Writer**

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[Portfolio](#) | [LinkedIn](#) | [GitHub](#) | [Medium](#) | [YouTube](#)

## PROFESSIONAL SUMMARY

**Developer Advocate** and **Technical Communicator** specializing in translating complex **AI**, **data**, and **software systems** into content that builds understanding and **community**. Experienced in creating **developer documentation**, **whitepapers**, **tutorials**, and live demos that bridge engineering, product, and customer experience. Combines strong **communication skills**, **UX design awareness**, and storytelling to **humanize technical topics and empower users**. Former designer and **operations manager** with extensive customer-facing experience. Adept at **turning user feedback into actionable documentation**, engaging learning materials, and memorable brand interactions.

## TECHNICAL SKILLS

### Documentation & Communication

Technical Documentation, SOPs, Quickstart Guides, User Manuals, IT Policies, Whitepapers, Knowledge Base Articles, Tutorials, Editing & Proofreading

### Software & Tools

Microsoft Office Suite (Word, Excel, PowerPoint, Publisher), Git/GitHub, VS Code, Adobe Creative Suite (Photoshop, Illustrator, InDesign), Tableau, Streamlit, Snagit, Autodesk Maya, Blender, Unreal, Unity

### Cloud, AI & DevOps

Google Cloud Platform (Cloud Run, Vertex AI, Gemini CLI), SDK, Gemma, Docker, Hugging Face, MCP Servers, Multi-Agent Systems, APIs, JSON

### Programming & Data

Python, SQL, Data Visualization, Predictive Modeling

### Libraries & Frameworks

Pandas, NumPy, Scikit-Learn, TensorFlow, PyTorch

### Certifications

Machine Learning Specialization (Stanford), Meta Database Engineer, Google Advanced Data Analytics

### Languages

English (native), Spanish (fluent), German (learning), Python 🐍 (conversational)

## WORK EXPERIENCE

**Technical Writer** - Atlanta, GA (2024 - Present)

### Freelance

- **Empowered non-developer employees to safely run Python** scripts by creating a plain-language **Quickstart Guide** for secure **virtual environments** (venv). [\[link here\]](#)
- Created a **Cybersecurity SOP** aligned with **NIST guidelines**, providing plain-language instructions for employees on passwords, phishing, device security, and data storage. [\[link here\]](#)
- Translated complex bio-inspired **AI research** into compelling **whitepapers** that communicated **technical depth** and **strategic value** to both **researchers** and **investors**. [\[link here\]](#)
- Designed and authored developer-friendly **API documentation** and example apps, helping teams onboard faster and integrate endpoints with confidence. [\[GitHub link here\]](#)
- Built an approachable **API knowledge base** to demystify authentication, rate limits, and error handling, reducing developer friction and accelerating adoption. [\[link here\]](#)
- Collaborated with **IT teams** to convert complex workflows into visual, **scannable guides** that improved **system adoption** across all departments.
- Acted as a **communication bridge** between technical and creative teams, turning abstract requirements into shared visual and procedural understanding.
- Ensured all documentation met **accessibility standards** (screen-reader compatibility, scannable formatting, logical numbering).
- Collaborated with IT and security teams to **translate technical policies into actionable daily practices** for employees and contractors.

## Customer & Community Engagement (Various Roles, 2010–2024)

*Client Relations · Brand Communication · Conflict Resolution · Education & Support*

- Built and maintained **long-term client relationships** across design, hospitality, and manufacturing industries
- Delivered software and design education to non-technical clients and team members, improving **technical literacy**, **production efficiency**, and **cross-department collaboration**.
- Acted as **primary client liaison** for multiple creative and production firms: balancing deadlines, **design precision**, and **customer satisfaction** with empathy and professionalism.
- Managed customer support pipelines for high-volume retail and manufacturing operations; regularly turned dissatisfied customers into loyal advocates.
- **Increased business performance metrics** through **clarity** and **communication**, including a 500% sales increase and a \$27,000 revenue month through improved client onboarding and **transparent process documentation**.
- Handled high-stakes transactions and logistical operations with precision, including \$10K+ catering orders, print production schedules, and brand implementation across physical and digital channels.
- **Led customer education initiatives**: guided clients through technical design decisions, explained production and installation processes, and offered live demonstrations of software and equipment.
- Consistently translated complex ideas into accessible, **actionable outcomes** across industries.
- Operated independent creative and culinary ventures involving **branding**, **client acquisition**, and **public communication**; managed all digital correspondence, marketing, and brand voice.
- Balanced **multiple concurrent projects** and **stakeholder expectations** through clear **communication**, transparent timelines, and process **documentation**.

## Public Presence

- Creator, editor, and programmer of **Algorithms ov Abjection**, an experimental YouTube channel exploring **machine learning**, art, philosophy, and **ethics**.
- Published writer on Medium covering **AI**, **ethics**, and technology through a human-centered lens.
- Experienced **public speaker** and **presenter** confident with **tutorials** and **community engagement**.

## CERTIFICATIONS

- **Machine Learning Specialization** – Stanford/[DeepLearning.AI](#) (2025)
- **Meta Database Engineer Certificate**
- **Google Advanced & Foundational Data Analytics Certificates**

## EDUCATION

- **Bachelor of Science, Game Art** — Full Sail University, FL (2022)
- **Associate of Science, Graphic Design** — Nossi College of Art, TN (2009)

## VOLUNTEER

- **Slaughter-Free Chicago** – Animal Rights Activist (2021–2024)
- **Walden's Puddle Wildlife Rehab Center** – Animal Caretaker (2015)

## INTERESTS

AI & Data Ethics · Accessible Knowledge Sharing · Empathetic & Effective Communication · Python