

HIGHLIGHTS

Writing

- 11 yrs.+ technical writing proficiency
- Content development, strategy & taxonomy
- Asset management, CMS & GitHub
- Markdown, basic HTML
- MS Suite, Confluence, JS Editor & Zendesk
- Peer mentor & writing coach
- XP, Agile, Scrum & Jira
- API enablement, OAS/Swagger, gateways & Postman
- Analytics enablement, user behavior data & analytics

Knowledge Management

- Evangelism & outreach
- Process adoption & change management
- Technical/ Product communication & release notes

UI/UX & Design

- Interviews, validation & human-centered design
- Figma, infographics, Mural, Visio & Adobe Captivate

Other

- 11+ yrs Financial Industry, Risk, Fraud, Compliance & QA

EXPERIENCE

TECHNICAL WRITER II

3/2023 – PRESENT

ANALYTICS ENABLEMENT | KROGER DIGITAL & TECHNOLOGY

Supporting Analytics Enablement initiative to amplify an Enterprise-level Data and Analytics Portal, boosting developer self-service capabilities with tools and document library.

- Led efforts to create a user-facing Portal Library, leveraging a hybrid docs-as-code approach, reducing information retrieval time.
- Authored guides, infographics, and templates to facilitate the adoption of docs-as-code process and custom-built analytics system.
- Steered the user experience and design of a comprehensive, dynamic analytics events catalog.
- Leveraged user feedback to enhance user documents and journey of new analytics system to encourage efficient self-service.
- Developed intuitive UI content for the Data & Analytics Portal, improving user experience and increasing portal engagement.
- Partnered with Product Design to conduct discovery interviews and gather insights that informed the portal’s user-centric design.
- Migrated existing platform documents to GitHub Readme files to improve consistency and accessibility.

TECHNICAL WRITER

11/2022 – 3/2023

PRODUCTS | SORCERO

Bolstered the Product Platform’s endeavors to update and standardize product-related documentation concentrating on external-facing informatives and internal-facing instructionals.

- Instituted a technical writing standard, introduced industry best practices, processes, and templates, and enhanced doc quality.
- Authored customer-centric Product Overviews and User Guides for two major product platforms improving format, accuracy, and comprehension.
- Facilitated Release Notes, for a suite of applications, ensuring clear communication of product evolutions to diverse audiences.

SR TECHNICAL WRITER / KNOWLEDGE MANAGEMENT

11/2018 – 8/2022

API ENABLEMENT | FORD MOTOR COMPANY

Advanced API enablement initiatives in Ford’s Enterprise Connectivity ecosystem. Strong focus on API quality, publishing, and subscription processes for internal software engineers.

- Generated and edited content for the Enterprise’s first gateway-agnostic API Catalog, Publisher, and Access Management sites.
- Launched multiple GitHub wikis to promote a culture of self-service, knowledge sharing, best practices, and process adoption across 100+ product development teams.
- Managed multiple team-level communication channels facilitating enterprise-wide product awareness and change management.
- Triageed a community of 2k+ users to reduce obstacles and resolution time, ensure customer success, gain product trust, and decrease developer interruptions.
- Assisted in product design – conducted interviews and analysis to ensure feedback was properly incorporated into the UX.
- Implemented support log to accelerate future mitigation; identify trends, weaknesses, doc needs; and prioritize long-term resolution.
- Co/Hosted outreach and evangelism of platform products to drive traffic to API Catalog, promote quality, and obtain feedback.
- Represented the API Catalog at GLITS (Global Learning IT Submit); earned top booth award at the “Day of Rest” API Conference.
- Earned API Excellence Award 2021 for *the dedication and tremendous effort in enabling PDO organizations to improve API Quality and Security across the Enterprise.*

DIGITAL BUSINESS TRANSFORMATION & COMPLIANCE | COMERICA BANK

Created and edited technical enterprise documents focusing on system integration and cloud migration for the Digital Business Transformation Compliance Office.

- Partnered with Architecture, Infrastructure, & Planning teams to diagram intricate process flows and architecture used to direct implementation and overcome fixed deadlines.
- Innovated a streamlined 2-step team review process, for technical document approvals, which was adopted across multiple domains within the organization.

REGULATORY COMPLIANCE | CREDIT ACCEPTANCE CORPORATION

Collaborated with various business units to create, edit, distribute, and catalog user-friendly, corporate documents with superior technical writing and project management expertise.

- Expedited document approval process by coordinating with executives & corporate attorneys which fostered trust and long-term business associations at all organizational levels.
- Assessed process gaps and inefficiencies to identify risk and craft a unified message across multi-team documentation.
- Assimilated new team members as the department's peer mentor and subject matter expert.
- Inspired the team to creatively overcome complex obstacles to beat rigid deadlines and exceed expectations.
- Established corporate document standards (job aids, policies, procedure guidelines).
- Organized company-wide events across multiple offices, including the back-to-school supply drive, which grossed the single greatest windfall for the recipient.

EDUCATION

MASTER OF ARTS

Communication Studies
EASTERN MICHIGAN UNIVERSITY

BACHELOR OF SCIENCE

Individualized Studies
[Communication, Marketing, Humanities]
EASTERN MICHIGAN UNIVERSITY