

Versatile and talented knowledge manager and content strategist with proven strengths in collaboration, team leadership, and development of strategic and creative online content. Natural leader with the ability to direct cross-functional teams, gain consensus across diverse groups, and execute successful strategy.

PROFESSIONAL EXPERIENCE

APPDYNAMICS (A CISCO SYSTEMS COMPANY)

Manager/Project Manager, InfoDev (May 2018 – December 2020) Managed a global team of writers based in NA and India that document the AppDynamics product for customers.

Key Projects and Accomplishments:

- Responsible for strategy, Agile delivery, resourcing, and localization of our docs.
- Successfully transitioned our team from waterfall to Agile delivery of our doc set by aligning writers at all levels of engineering activities. Dedicated to developing processes aimed at scaling delivery.
- As project manager, created and developed a new service aimed at providing support for editing, internal documentation, translation, and accessibility.

Sr. Information Developer (September 2017 – May 2018)

Writer for the AppDynamics .NET agent.

Community Manager (January 2017 – September 2017)

Created and managed a KCS (Knowledge-Centered Service) program for the AppDynamics community forums.

JUNIPER NETWORKS

Senior Program Manager, Community Content (2015-2016)

Led a talented and globally diverse team of technical writers and editors authoring, curating, and publishing articles to a technical knowledge base.

Key Projects and Accomplishments:

- Rejuvenated and migrated a TechWiki knowledge base used by customers, partners, and employees on the Lithium Platform.
- Hosted nearly 4M site visits during the first six months.
- Directed team generation of almost 400 articles in 2016.
- Served as the think-tank lead for C-Level “Blue Sky” projects.

RUCKUS WIRELESS

Program Manager, Knowledge and Community (2014-2015)

Determined baseline metrics, managed the KCS (Knowledge-Centered Service) coaching program, updated tools, and strategized content in collaboration with IT teams.

Key Projects and Accomplishments:

- Directed the establishment, management, growth, and support of the KCS (Knowledge-Centered Service) program for technical support teams based in India, the Netherlands, and the UK.
- Propelled support forum engagement and doubled the size of the community in just three months by assigning moderators and launching a rewards and recognition program.
- Revamped, updated, and maintained all content on the technical support site.

SALESFORCE

Content Curator (2013-2014)

Built and implemented a global knowledge program for Salesforce HR. Selected, trained, and mentored the global knowledge adoption team. Collaborated with product owners to support KPIs by updating technology.

Key Projects and Accomplishments:

- Provided instrumental contributions to the knowledge strategy and gathering of technical requirements.
- Designed and implemented the initial architecture for content and UI design used in the HR knowledge base.
- Launched a leaderboard and “knowledge champion” incentive program.
- Created and executed optimized processes and best practices for drafting and publishing content.

CISCO SYSTEMS

Technical Support Manager (2012)

Managed a group of Cisco Email Security Appliance technical support engineers.

Knowledge Engineer/Project Manager/Program Manager (2007-2012)

Developed and managed a global Knowledge-Centered Service program for internal CSEs and Cisco Email and Web Security customers.

Key Projects and Accomplishments:

- Created processes for capturing, publishing, and reusing knowledge to maximize efficiency for innovative developed solutions.
- Cross-trained CSEs to contribute and achieve in the roles of author, publisher, and coach.
- Promoted a foundational “knowledge culture” within the support organization and facilitated knowledge capture by subject matter experts.
- Facilitated the building of KM process flows by sharing best practices in knowledge management.

EXPERTISE

Technical Writing Management, Knowledge Management, Project Lifecycle Management, Software Documentation, Network Security, Agile Methodology, Cloud Computing, Enterprise Software, Program Management, Technical Support, SaaS, Global Collaboration, Analytics Reporting, Social Media Outreach

TECHNICAL PROFICIENCIES

Cisco Technologies, Confluence, Salesforce, Jira, Git

PROFESSIONAL DEVELOPMENT

SAN JOSE STATE UNIVERSITY, **BA in English**

BetterUp Coaching in Management and Leadership (2019)

Speaker at Dreamforce on Knowledge Management (2013)