

## Experience

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### Self-Employed (Freelance projects)

#### Lead Technical Writer — Fern

Jun 2025 – present

- Lead technical writing for SDK, documentation platform, and AI search products using docs-as-code workflows (GitHub, Markdown).
- Create customer-facing tutorials, configuration references, and code examples across 8 programming languages.
- Test internal products (SDKs, documentation site configuration options, AI Search/chatbot, and Visual Editor) end-to-end to identify bugs and weigh in on product direction.

#### Technical Writer Consultant — Class Constructor Corp

May – Jul 2025

- Create product demonstration videos, write user guides, and advise on documentation strategy for a server-side tagging product. Class Constructor Corp is a small engineering consultancy building features for Usercentrics (consent management platform).

#### Technical Writing Consultant — Dowling Community Garden

Mar 2025

- Wrote payment processing and migration documentation for Dowling Community Garden as the organization moved from a physical to digital payment processing system.

#### Google — Senior Technical Writer, Google Search

Jul 2018 – Dec 2024

- Lead writer on internal developer documentation for ~1,500 engineers building Local Search features and infrastructure. Wrote high-level overviews, concept docs, codelabs, and end-to-end development instructions using Markdown, HTML, CSS, and GitHub-like version control systems. Documented Java, Python, and C++ code to support engineers and product managers of varying experience levels. Analytics and user studies showed my documentation initiatives resulted in a more self-serve onboarding and development process.
- Lead writer for AI Overviews, a critical 2023/2024 priority for Search available in 100+ countries and locales and serving over 1 billion users. Designed, wrote, reviewed, and refined model training data; addressed model training losses and biases.
- Created and executed data-driven documentation content strategies. Assessed customer needs by interviewing subject matter experts, reading existing artifacts, and analyzing customer data. Proposed solutions, coordinated stakeholder reviews, and refined solutions based on stakeholder feedback.
- Lead course developer, instructor, and instructor trainer for Write Better Design Docs, an internal course for engineers looking to improve design document writing skills.

#### MapR Data Technologies — Technical Writer Intern

Jun 2017 – Aug 2017

- Wrote and reconfigured user-centric release and migration documentation using Oxygen XML, DITA standards, JIRA, and Bugzilla.

## Volunteering

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#### Distributed Proofreaders — Proofreader and Formatter

Apr 2025 – present

- Proofread and format scanned page images and optical character recognition (OCR) outputs for books in the public domain. Completed text is submitted to the Project Gutenberg e-book archive.

## Education

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#### The College of William and Mary — B.A.

Aug 2014 – May 2018

- summa cum laude
- Double majored in English and Accounting; minored in Computer Science