

PROFESSIONAL HISTORY:

SR MANAGER, TECHNICAL WRITING

Pluralsight

Nov. 2020 – Dec. 2022

- Champion and coach our Technical Writers to meet OKRs and achieve personal development goals
- Led Technical Writing standup meetings to identify and solve issues to meet content publication deadlines
- Authored automation scripts and extracted large datasets from APIs to efficiently execute company-wide projects and enable accurate reporting to our finance team
- Bridged gaps between inter department communication and processes to rapidly produce deliverables
- Anticipated and met the Technical Writing team's documentation needs, formulated and established new processes, and refreshed our Confluence documentation hub with new standards

TECHNICAL WRITER III

A Cloud Guru

Dec. 2019 – Nov. 2020

- Obtained in-depth knowledge of vendor services by earning multiple cloud vendor certifications (AWS, Azure, Python, Red Hat)
- Resolved bottlenecks in content publication processes by troubleshooting Content Operations departmental apps, tools, and services
- Drafted and copy edited technical documents in multiple programmatic languages to produce content in alignment with our andragogical principles
- Built strong working relationships through regular communication across a geographically dispersed team

QUALITY DOCUMENTATION ANALYST

Linux Academy

June 2019 – Dec. 2019

- Collaborated closely with subject-matter experts to apply instructional design principles of major cloud vendors such as AWS, Azure, GCP and their services
- Troubleshoot hands-on lab that used mixed technology (Chef, Ansible, Terraform, Kubernetes, Docker)
- Created engaging content by authoring quiz and exam questions for our most popular courses
- Collaborated with Technical Architects to establish best practices and standards when authoring content

CLOUD SITES SUPPORT TECHNICIAN

Rackspace

June 2014 – June 2018

- Utilized the Linux Bash Shell on a daily basis to extract data and perform Linux admin tasks for customers
- Strong understanding of our SaaS platform and weekly stand ups to discuss customer solutions with engineering
- Outstanding troubleshooting skills in determining external or internal infrastructure issues

EDUCATION | CERTIFICATIONS:

- Certified Associates Python Programmer
- AWS Certified Solutions Architect Associate
- Red Hat Certified System Administrator
- AZ-900: Microsoft Azure Fundamentals
- Network +

SKILLS | LANGUAGES:

- Project Management
- Technical Writing
- Python3 | JSON | YAML | MD
- PHP | CSS | HTML | JAVA
- Jupyter Notebooks | Anaconda
- Linux | Terminal | Bash | Visual Studio Code
- Asana | JIRA | Salesforce | Zendesk | GitHub Actions
- Microsoft Office | Google Suite | Slack
- Technical Support | Customer Service