



Stephanie Giori

stephaniegiori9@gmail.com | +47 46 37 25 56 | Ås, Akershus, NO | sgiori11.github.io | ITALY/USA

WORK EXPERIENCE

Acclaro

Copy Editor (Contractor)

August 2019 - Present

Remote

- Serve as an English (U.S.) language resource for clients.

NETGEAR

Knowledge Base Technical Writer (Contract)

August 2018 - May 2019

San Jose, California

- Wrote quarterly security advisories and 25+ knowledge base articles for NETGEAR products.
- Published troubleshooting guides for common networking issues.
- Used customer feedback and SEO analytics to identify and improve underperforming articles.
- Worked closely with engineers and support staff to document UI updates and product releases.
- Served as a liaison between customers and technical escalation teams.

UCD School of Education

Student Assistant II

September 2015 - August 2018

Davis, California

- Published research summaries and status updates on Facebook, Twitter, and departmental websites.
- Mastered Qualtrics and SurveyMonkey to create data-driven reports for stakeholders and program managers.

UCD Department of Plant Sciences

Undergraduate Researcher

February 2018 - June 2018

Davis, California

- Analyzed the persistence of 16 *Salmonella enterica* bacterial strains in Salinas lettuce.
- Wrote the protocol for the experimental design, which has been used as a template for further research.

EDUCATION

University of California, Davis

B.Sc. Global Disease Biology

September 2014 - June 2018

Davis, California

- Took two intensive Italian Language courses in Florence, Italy during Winter Quarter 2016.

LANGUAGES

English - Native

Norwegian - In progress

SKILLS & INTERESTS

- **Skills:** HTML; CSS; XML; SEO; Sketch; Balsamiq; research; Oxygen XML Editor; DitaTOO CMS; Salesforce CMS; Jira; Microsoft Word; Microsoft Excel; Pages; SurveyMonkey; customer service; writing; technical writing; editing.
- **Interests:** Writing; coding; traveling; piano; aviation; UI/UX; Italian language and culture.

REFERENCES

**Contact info available upon request*