

# Jessica Hudak

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## EDUCATION

OSU, Columbus, OH

B.S. Mech. Engineering  
Magna Cum Laude

Graduated: May 2020  
GPA: 3.72

## PROFESSIONAL EXPERIENCE

**Technical Writer at READY Robotics - Columbus, OH, May 2020 - June 2024**

- Increased customer satisfaction by outlining all hardware/software reqs before purchases were made
- Decreased average time spent installing/troubleshooting/updating ForgeOS by redesigning docs
- Updated the user manual, release notes, and compatibility guides for each new ForgeOS version
- Answered questions over phone/email for over 10 customer cases to assist with troubleshooting
- Organized virtual, in-house, and on-site training for new employees, distributors, and customers
- Tested ForgeOS; submitted over 500 bug tickets and 20 feature requests in JIRA

## ROBOT EXPERIENCE

-ABB  
-DOOSAN  
-EPSON  
-FANUC  
-KAWASAKI  
-STAUBLI  
-UR  
-YASKAWA

**Physics and Calculus Tutor at OSU - Columbus, OH, August 2019 - March 2020**

- Tutored an average of 5 underclassmen a week in Physics I & II and Calculus I, II, & III
- Suggested study habits; led to an increase in homework grades and test scores
- Tracked attendance; had a 50% retention rate and a 10% referral rate

**QA Intern at The Technology House - Streetsboro, OH, May 2019 - August 2019**

- Evaluated quality of injection-molded, cast urethane-molded, 3D-printed, and CNC-machined parts
- Prepared inspection documentation; reported anomalies found in control charts
- Operated injection molding machinery to increase the production rate by 50%

## SOFTWARE EXPERIENCE

-ForgeOS  
-JIRA/Confluence  
-GitHub  
-VS Code  
-CSS/HTML  
-Markdown  
-Oxygen (DITA)  
-Microsoft Excel  
-Microsoft Word  
-Photoshop  
-Illustrator  
-SolidWorks  
-Arduino  
-Matlab  
-Linux

## VOLUNTEER EXPERIENCE

**Dog Walker at Columbus Humane - Hilliard, OH, May 2023 - May 2024**

- Administered enrichment activities for an average of 4 dogs every 2 hours
- Monitored each dog's well-being and documented changes in health or behavior

**Mentor at Women in Engineering LC - Columbus, OH, Aug 2017 - May 2018**

- Welcomed 35 freshmen and offered advice about navigating campus and using OSU's resources
- Organized and engaged in community-building activities

## CERTIFICATIONS/TRAINING

- SolidWorks Associate (CSWA) Certification, April 2020
- RIA Robot Safety and Risk Assessment Training, July 2020

