

Luke Russell

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Experience

Technical Content Writer - EveryDeveloper, Remote

Apr 2019 - Present

- Produced and edited narrative-focused articles about technical topics for 15+ clients in software industry
- Crafted concise and straightforward guides for programming in Python, JavaScript, and other languages
- Wrote tutorials and documentation about implementing API integration
- Developed action plans to address gaps in clients' existing developer experience
- Executed copywriting and content creation meeting the specific editorial, style, and format specifications of clients' brand guides
- Collaborated with international clients to develop content strategies to fit their changing needs

Seasonal Bookseller - Powell's City of Books, Portland, OR

Dec 2019 - Jan 2020

- Stocked new arrivals and kept store inventory accurately updated
- Provided efficient customer service during the store's busiest sales months of the year
- Navigated store database to assist customers seeking books
- Operated point-of-sale system and processed payments for customers purchasing items

Client Services Intern - CrowdStreet, Portland, OR

Jun 2019 - Aug 2019

- Provided technical support via email for commercial real estate (CRE) developers and investors
- Courteously assisted and instructed clients in using proprietary CRE management software with a focus on retention
- Designed web pages in HTML for CRE developers to publicize new offerings to investors
- Integrated client data by cleaning, organizing, and inputting clients' datasets onto proprietary software

International Peer Coach - Tokyo International University of America, Salem, OR

Dec 2015 - Apr 2018

- Led team of 10 students in coordinating the arrival and support of 130 Japanese students studying in the US
- Designed and presented procedural documentation for student employees to follow as peer coaches
- Trained student employees in program procedure and intercultural communication
- Led weekly advising meetings for a group of 20 Japanese students

Sample Publications

[Diffie-Hellman Key Exchange: How Does it Work?](#), for Ockam

[Get Started with TensorFlow](#), for GitHub

[Getting Started with Python](#), for Snowflake

[How to Automate eSignatures After Online Payment](#), for HelloSign

[Intermediate Python Learning Lab](#), for GitHub

Education

Bachelor of Arts, Physics - Willamette University, Salem, OR

Thesis: Photometry of Celestial Fireballs

Aug 2014 - May 2018