MARY VUONG

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EDUCATION

University of Rochester *Sept 2018 - May 2022*
B.A. Computer Science - B.A. English GPA: 3.61

EXPERIENCE

Miscreants June 2019 - Current
Technical Content Writer
- Wrote technical blog posts for clients alongside subject-matter experts, providing a clear and concise in-depth view on various security concepts while marketing readers to use the clients' tools and offerings.
- Planned and created social media content for various clients, increasing their follower interaction rate and online presence.
- Collaborated with the artist and the CEO to generate a comic script and wrote the alt text for an ongoing client project, increasing the accessibility and improving the SEO of the comics.
- Wrote the narrative scripts for the Security Sandbox Podcast to increase listener retention, reducing the audio length by 25% and bringing the podcast to the Top 100 in technology.
- Wrote show notes that included timestamps and edited the Small Efforts Collaborative Podcast with Krit, improving listener retention.

University of Rochester September 2021 - December 2021
Teaching Assistant
- Reviewed draft papers and made suggestions to increase student performance.
- Communicated common student mistakes to the professor, leading to quicker remediation and a decrease in repeated mistakes.

ScienceLogic June 2021 - August 2021
Technical Writer Intern
- Edited, updated, and published over 200 release notes and manuals using the Chicago Manual of Style.
- Initiated a campaign to improve the site's SEO by referencing Google Analytics and Google's SEO Guide and determining the site's current state.
- Picked up a backlog task to increase the documentation websites' responsiveness and modernize them while minifying the code, increasing the average session duration of mobile users by 60%.
- Implemented a persistent dark mode toggle to increase the user experience by reducing user eye strain and increasing accessibility.

Cloud Security Labs October 2020 - April 2021
Frontend Web Developer & Technical Writer
- Developed an open-source security documentation platform using Jekyll and reworked the WordPress website, increasing the clientele and user engagement.
- Created a cost calculator using JavaScript to provide more accurate planning for article readers and increase readers' trust in the company.
- Wrote engagement content and documentation to offer a comprehensive overview of the company's services, increasing clientele retention and conversion rate.
- Edited, wrote show notes, and transcribed for the podcast, increasing accessibility and improving SEO.

SKILLS

Tools	Confluence, Git, G Suite, Google Analytics, JIRA (Agile), LaTeX, Madcap Flare, Microsoft Office, SEO, SVN
Development	CSS, HTML, Java, JavaScript, PHP, Swift, XML

COURSES

Computer Security Foundations	Computer Organization
Data Structures and Algorithms	Design & Analysis of Efficient Algorithms
Human Computer Interaction	Intro to Computer Science
Intro to HCI	Intro to Web Development
Mobile App Development	Principles of Copyediting
Technology & Climate Change	