Mercedez Sylvia

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Originally started at Southwest Airlines as a Technical Writer with an English background. I completed a Master of Information Technology with concentrations in Analytics and Business Intelligence and Big Data in May 2018. My experience is in XML data extraction and reporting, AWS cloud technologies, Python, Java, and various scripting/markup languages. My recent projects focus on implementing effectivity and regulation tracking into company-wide manuals.

Experience

09/2017 - present

Publications Technology Analyst
Southwest Airlines

- Develop, test, and deploy system software developments via XML, XUI, Arbortext Command Language (ACL), DTD/Schema, XPath, XSLT, and markdown languages.
- Manage and support an enterprise content management system including managing servers, document lifecycle, content delivery, and system trouble-shooting/updates.
- Identify process problems, analyze root causes, and manage multiple department-wide projects to implement continuous improvement and automation solutions.
- Implement metadata tagging to track interfaces, manual validation, regulation standards, and effectivity.
- Develop and deliver initial, recurrent, and new solution training to 50+ employees and interns on technical software and procedures (authoring in content management system).
- Document technology procedures in the department reference guide, online notebooks, and job aides.
- Complete company-wide server migrations and upgrades to host 100s of manuals and documents in multiple outputs.
- Manage working relationships and lead meetings between technical writers, technology partners, department customers, and product users.

10/2015 - 09/2017

Senior Technical Writer
Southwest Airlines

- Planned, edited, and wrote documentation in XML for HTML and PDF distribution used across the nation and regulatory affairs.
- Created new standards to change all Southwest Airlines Maintenance forms from paper to dynamic/interactive based, implementing JavaScript.
- Interfaced with Subject Matter Experts and stakeholders for over 20 departments across the company.
- Managed large-scale projects to ensure manuals and forms comply with regulations and Company needs.

08/2011 - 10/2015

Technical Writer I/II
Southwest Airlines

- Challenged myself to learn effective technical writing methods, manage simultaneous large-scale projects, and work with FAA-regulated content.

Education

2016 - 2018

Master of Information Technology, Virginia Tech
Concentration in Business Analytics, Big Data

- Manage, design, develop, and test complex software systems using Java and Python.
- Build software via the agile development model and waterfall method including refactoring, integration techniques, object-oriented programming, and building programs from scratch.
- Utilize business intelligence and analytic models and technologies for making pertinent business decisions.
- Implement machine learning methods at scale to store, retrieve, access, and process large datasets.
- Apply fundamentals of Big Data system architectures (Apache Hadoop, Apache Spark, NoSQL, MongoDB) and foundations to implement data processing pipelines.
- Create data visualizations to comprehend and communicate insights.

2007 - 2011

Bachelor of Arts, Texas A&M University
Concentration in Rhetoric English

Skills

Programming: Python, Java, ACL, XML, XUI, XSL/XSLT, SQL, QuickBase

Professional: AWS Cloud Computing, Big Data, Agile, Project Management, Content Workflow, Professional Training, Lean Six Sigma, Strong Communication Skills, Implementing Adult Learning Principles

Certifications: AWS Certified Solutions Architect – Associate, AWS Certified Cloud Practitioner