

## PROFESSIONAL SKILLS

<b>Proficiency</b>	Windows 10, HTML, CSS, Bootstrap, Git, SVN, MadCap Flare, MadCap Capture, Snagit, Jira, Confluence, Scroll Viewport, Microsoft Office, Freshdesk
<b>Familiarity</b>	Ubuntu, Javascript, Liquid, LaTeX, GitHub, Bitbucket, VSCode, Brackets, InDesign, Photoshop, Lightroom, Dreamweaver, Cachet Status Page, Google Search Console, Google Analytics

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## WORK EXPERIENCE

Rediker Software, Inc. / Software Development Department

### Technical Writing Team Lead (October 2017 - Present)

- Evaluated the feasibility of a Confluence-based documentation site and took the lead on design and information architecture during the implementation process.
- Worked with company leadership and product owners to identify and address documentation needs across our range of school information software.
- Interviewed, onboarded, and trained Technical Writers.

### Technical Writer (June 2017 - Present)

- Created COVID-19 resources (using Bootstrap 4 and MadCap Flare) to assist schools with online learning, emergency communication, contact tracing, and health screening.
- Developed a customer portal and knowledge base in Freshdesk using HTML, CSS, and the Liquid template language.
- Created a standard release notes process with responsive web and email templates.
- Converted an outdated MadCap Flare project from Flare 12 to Flare 2020 by resolving compatibility issues due to custom CSS and jQuery.
- Improved the search engine optimization of our documentation site using Google Search Console and Google Analytics.

### Junior Technical Writer (November 2016 - June 2017)

- Wrote, edited, and published end-user software documentation and release notes in MadCap Flare, Freshdesk, and Adxstudio Portals.
- Worked closely with Technical Support and DevOps subject matter experts to verify technical content.
- Created and implemented a find and replace process using regular expressions to convert blocks of MadCap Flare drop-down XML to standard HTML headings.

UMass Amherst / University Health Services

### New Student Immunization Program Assistant (September 2014 - August 2015)

- Transcribed student immunization records to GE Centricity EMR and verified compliance with Massachusetts School Immunization Requirements.
- Contacted students with incomplete or invalid immunization records and provided guidance to reach compliance with immunization standards.

UMass Amherst / Organismic and Evolutionary Biology Department

**Undergraduate Research Assistant**

**(May 2014 - September 2014)**

- Collected acoustic data in the field from Song Sparrows at various stages of development.
  - Worked as a team to attract, mist net, measure, band, and safely release Song Sparrows and bycatch.
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**EDUCATION**

The University of Massachusetts at Amherst

**Bachelor of Arts in English with a Minor in Biological Sciences**

**(May 2016)**

**Coursework** Introduction to Professional Writing, Introduction to Software Documentation, Professional Writing and Technical Communication Capstone, Introduction to Programming