

PROFESSIONAL SKILLS

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

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- Converted an outdated MadCap Flare project from Flare 12 to Flare 2020 by resolving compatibility issues due to custom CSS and jQuery.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