

PROFESSIONAL SKILLS

Proficiency	Windows 10, HTML, CSS, Bootstrap, Git, SVN, MadCap Flare, MadCap Capture, Pendo, Snagit, Camtasia, Jira, Confluence, Microsoft Office, Freshdesk
Familiarity	Ubuntu, JavaScript, Liquid, LaTeX, DataTables, GitHub, Bitbucket, VSCode, InDesign, Photoshop, Lightroom, Dreamweaver, InVision, Google Search Console, Google Analytics

WORK EXPERIENCE

Onapsis Inc. / Product Team

Product Documentation Specialist

(January 2021 - November 2021)

- Worked in an Agile product team during a fast-paced transitional period, producing documentation in two-week sprints and participating in standups to track progress.
- Built Pendo guides, walk-throughs, banners, and toasts to assist users within our product and facilitate the transition to a new user interface.
- Contributed to a help center rebrand, providing custom CSS styles and a CSS Grid homepage layout.
- Assisted with security team initiatives, providing a JavaScript proof-of-concept for securing external links and helping implement the eventual MadCap Flare post-build event solution.
- Contributed to our HTML table sort and filter implementation in MadCap Flare, creating custom CSS classes to import use-case-specific DataTables functions by topic.
- Expanded our in-product changelogs for SAP Security Note support and proprietary Onapsis roles.
- Created a customer-facing guide for our most difficult third-party deployment, walking the user through the creation and configuration of a Microsoft Azure VM for the Onapsis Platform.

Rediker Software Inc. / Software Development Department

Technical Writing Team Lead

(October 2017 - January 2021)

- 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 - January 2021)

- 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 structured release notes process with responsive web and email templates.
- Converted an outdated MadCap Flare project from Flare 12 to Flare 2020, resolving compatibility issues due to custom CSS and jQuery.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, working closely with subject matter experts to verify content.
- Created and implemented a find and replace process using regular expressions to convert MadCap Flare drop-down XML blocks 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.

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, Quantitative Systems Biology