

## 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, Postman, InDesign, Photoshop, Lightroom, Dreamweaver, InVision, Google Search Console, Google Analytics

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## 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.

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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, Quantitative Systems Biology