

# Linda George

## Summary

Experienced writer with expertise in software development, analytics, and project management. Passionate about sharing analytic technologies with a range of audiences.

## Technology, Tools, and Processes

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|--------------------------------------|--|
| <i>Authoring, Content Management</i> | Oxygen XML Author, DocBook XML, Scrivener, Confluence, WordPress, HTML, Markdown   |
| <i>Programming, Scripting</i>        | Python, including pandas, NumPy, and NLTK; R   |
| <i>Operating Systems</i>             | OS X, Linux  |
| <i>Visualization, Graphics</i>       | Tableau, Photoshop   |
| <i>Data Processing, Data Access</i>  | Apache Spark, Zeppelin, Storm, and Kafka; SQL  |
| <i>Tools</i>                         | git, GitHub, Jenkins, JIRA, VMWare Fusion, VirtualBox, OpenStack   |
| <i>Content Audiences</i>             | Data scientists, researchers, software developers, database administrators   |
| <i>Content Deliverables</i>          | User tutorials, conceptual overviews, quick start guides, API reference documentation, and system and database administration guides |
| <i>Development Methodologies</i>     | Agile, waterfall   |

## Experience

### Hortonworks, Santa Clara, CA

Staff Technical Writer

October 2014 – June 2017

- Researched, wrote, and validated conceptual and procedural content for Apache data science and streaming components in collaboration with Engineering, Product Management, Solution Engineering, User Experience, and Quality Engineering
- Enhanced HBase and Solr documentation
- Served as team lead for tool chain optimization and troubleshooting
- Implemented Google Analytics for the Hortonworks documentation website
- Promoted from senior writer to staff writer in 2016

### Zipfian Academy (Galvanize Inc.), San Francisco, CA

Student, Analytics/Data Science

January 2014 – April 2014

- Implemented and used a diverse range of analytic algorithms and approaches, including supervised and unsupervised machine learning, recommender systems, natural language processing, and A/B testing
- Developed prototype WorkVibes app with Python and SQL, summarizing 3,300 company reviews on glassdoor.com
- Explored technologies for large-scale data and metadata storage, processing, and retrieval (Hadoop, MapReduce, MongoDB)

### Dept. of Psychology, U.C. Berkeley, Berkeley, CA

Postdoctoral Researcher, Mills Longitudinal Study

January 2011 – December 2013

- Published longitudinal research relating personality to women's careers over time, using regression models and dimensionality reduction approaches

**Aplia, Belmont, CA**

Contract Content Reviewer and Developer

July 2011 – January 2013

- Reviewed and developed online content, problem sets, and textbook material for college-level statistics courses
- Delivered four statistics-related educational products on time, within budget

**Dept. of Psychology, U.C. Berkeley, Berkeley, CA**

Doctoral Student, Researcher, and Instructor

August 2003 – December 2010

- Developed expertise in experimental research, personality assessment, content analysis, and survey design
- Published experimental research on cognitive processes associated with meaning in life
- Built a framework for studying personality and career choices across 50 years of longitudinal data
- Taught several upper-division undergraduate courses: statistics, research methods, social psychology, and organizational psychology
- Advised faculty, staff and students on research software and website development
- Advised graduate students, research assistants, and honors students on research projects

**Hewlett-Packard, Cupertino, CA**

Engineering Program Manager

January 1997 – August 2003

- Shipped several SQL- and Java-related products in collaboration with division management, development, documentation, and QA teams. These products were fundamental to division revenue (\$150M, enabling more than \$1B in hardware revenue)

**Tandem Computers, Inc., Cupertino, CA (now part of Hewlett-Packard)**

Technical Writer, Publications Manager

July 1992 – January 1997

- Researched, designed, and wrote database management system documentation for database developers, analysts, and database administrators
- Developed and implemented a strategy to transition documentation library from proprietary platform to online publishing platform

**Microsoft Corporation, Redmond, WA**

Contract Technical Writer

January 1990 – June 1992

- Worked with senior engineers and architects to create the ODBC (Open Database Connectivity) interface specification
- Developed and delivered API Reference Manual and code samples for Microsoft's ODBC implementation

**Education**

Ph.D. Social and Personality Psychology, University of California, Berkeley, California

B.A. Psychology, University of Washington, Seattle, Washington

B.S. Information and Computer Science, University of California, Irvine, California