

Sarah Hersh

Technical Writer | Content Strategist

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Experience

Elastic, Washington, DC (Remote)

Technical Writer, Kibana, October 2018 - Present

- Document new features, and respond to team and community-submitted documentation issues using a GitHub-based workflow
- Collaborate with developers, product managers, team leads, and tech writers to author technical documentation, blog posts, and release notes
- Produce video guides for in-app assistance, including scripting, recording, and editing

National Public Radio, Washington, DC

Technical Writer, Digital Media, April 2016 - October 2018

- Conduct user interviews and user testing to determine opportunities for documentation improvements, including information architecture for site redesign
- Write and edit API documentation for the [NPR One Developer Center](#)
- Develop and implement communication strategy for developer support and outreach
- Collaborate with developer teams to document features and infrastructure
- Work with SDK developers to improve external developer experience
- Support external developers using NPR APIs throughout the product development lifecycle; created onboarding and QA certification checklists and troubleshooting guides
- Maintain documentation style guide and edit product marketing materials

Freelance Web Developer, Washington, DC

- Front-end design and development on responsive websites
- Back-end support and development on Rails-based API for document knowledge hub
- Use Sphinx and Swagger to create and update API documentation for reporting software, including documenting API endpoints and customizing front-end assets

General Assembly, Washington, DC

Full-time Student, Web Development Immersive, October 2015 - January 2016

- Web development course focused on object-oriented programming, MVC frameworks, data modeling and test-driven development.

The Jack Kent Cooke Foundation, Lansdowne, VA

Educational Adviser, Young Scholars Program, December 2011-October 2015

- Advised a caseload of 25 high-achieving, low-income students (grades 8-12) providing guidance on academic development and college counseling
- Developed and administered scholarship budgets (\$200,000 annually)
- Authored and maintained comprehensive database files and scholar reports
- Developed curriculum and facilitated sessions for national scholar summits

Teach For America New Mexico, Pueblo Pintado, NM

Teacher, Pueblo Pintado Community School, June 2009-June 2011

- Designed and executed curricula, unit plans, assessments and daily lessons for 7th & 8th grade Language Arts, leading students to substantial growth in reading levels
- Tracked and analyzed student data on formative assessments and differentiated curricula to maximize gains towards targeted growth goals

The Metropolitan Museum of Art, New York, NY

Editorial and Projects Assistant, Merchandising, July 2007-June 2009

- Managed projects for publication of stationery products, facilitating product development, copywriting, reproduction rights, contracts, design, and production

Education

General

Assembly,

Washington, DC
Web Development Immersive,
January 2016

Barnard College, Columbia University,

New York, NY
Bachelor of Arts in
Art History,
Cum Laude,
May 2007

Skills

Git, Swagger,
AsciiDoc, Atlassian
suite

Basic proficiency
with **Ruby** and
JavaScript

Reading familiarity
with **PHP** and **Java**

Projects

Presentation author,
[DevRelCon](#),
December 2017

Featured speaker,
[Write the Docs](#),
May 2017

Site redesign,
[NPR Dev Center](#),
summer 2016