Taylor Hixson

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SUMMARY

Collaborative and creative problem solver with 6+ years of experience in diverse, international settings focused on enhancing and implementing inclusive, user-centric content strategy that optimizes the user experience.

SKILLS

Content management: WordPress, Confluence, Markdown, Git, GitHub, VS Code, Astro, DITA

Design and visualization: Figma, Looker, Tableau, JavaScript

Data analysis: Python, R, SQL, statistics, regression, Excel, Jupyter Notebook

Languages: English (Native), German (B1)

Project management:
Tools: Jira, Miro, Trello, Monday, Asana, Slack
Methods: Agile, Kanban boards, Scrum

EXPERIENCE

Technical Writer (Working Student)   Berlin, Germany
UP42   2023 - 2024

A geospatial developer platform and marketplace for Earth observation data and analytics.
- Reshaped the company UX-writing style guide, providing a resource for stakeholders to create and refine exceptional UX copy and guarantee a high-quality implementation.
- Implemented a content strategy for verifying data specifications in collection documentation, ensuring consistency across the user journey and building user trust in data products.
- Wrote user-centered documentation and performed quality control for the UP42 console, API, and Python SDK, providing accurate and reliable resources for users.

Data Manager and Librarian   Abu Dhabi, UAE
New York University Abu Dhabi   2018 - 2022

A degree-granting, portal campus of New York University, supporting global liberal arts programs for 2,000 undergraduate students and 350 faculty.
- Developed and managed user research studies, publishing the methods and results in two lead-author academic journal articles about using user experience (UX) methods and insights in libraries.
- Collaborated with UX specialists to ensure guides and resources published in the content management system met web accessibility standards.
- Managed four part time employees: two marketing assistants and two data assistants.

Resident Librarian   Chicago, Illinois
The University of Chicago   2016 - 2017

A top ranked, private research university committed to supporting rigorous inquiry and intellectual freedom.
- Led a UI/UX study of the map collection's digital content, using a heuristic evaluation prioritize content.
- Designed and conducted a survey of GIS users, interpreting the results to inform the strategic development of a user-centered GIS program in the library.
- Consulted on 55 multidisciplinary geospatial data projects, breaking down complex topics into instructional resources and user guides.

EDUCATION

ESMT Berlin   **Berlin, Germany**
Master of Business Administration   2024
Specialization: Managerial Analytics

The University of Tennessee, Knoxville   **Knoxville, Tennessee**
Master of Science, Information Sciences   2016
Specialization: Geographic Information

Middle Tennessee State University   **Murfreesboro, Tennessee**
Bachelor of Science, Mass Communication   2012
Specialization: Editorial Journalism