

WORK EXPERIENCE

Komodo Health

Technical Writer II, III || *December 2021 – Present*

Deliver various documentation across the enterprise's portfolio to enable the success of both internal and external stakeholders. This involves collaborating with product managers, engineers, and other subject matter experts (SMEs) and technical writers to draft, revise, edit, peer review, and publish release notes, sprint updates, user guides, administrator guides, product documentation, entity relationship diagrams (ERDs), and more. Supported products include applications built on Salesforce as well as a CLI, a Python SDK, and custom workspaces that surface proprietary APIs and data from the Healthcare Map.

Strategize and iterate on the documentation support model for MapLab's high-code experience.

Provide content design guidance to the Design team in their high-fidelity mockups and internal design system to enhance the user experience of the MapLab product suite.

Implement HTML, CSS, and JS code changes to maintain and improve our external knowledge base, including rebranding the help site following Komodo Health's acquisition of Mavens and redesigning the user flow for tracking known issues (KIs).

Build and revamp team processes, such as how we assess candidates, train new hires, and coordinate posting freezes, to increase efficiency within the Technical Writing team.

Memorial Sloan Kettering Cancer Center

Associate Applications Analyst || *July 2020 – July 2021*

Published and maintained the technical documentation of Power Platform projects and help desk tickets in the new internal knowledge base to optimize collaboration and support amongst 10 team members.

Designed, developed, and shipped custom forms, no-code and low-code applications, and automated workflows to streamline new and old processes for internal clients and key stakeholders. Some notable projects ensured the safety of 4100+ frontline workers during COVID-19 and facilitated the communication amongst 30 PMs/RTEs and senior leadership for MSKCC's digital transformation.

Analyst, Contract || *August 2019 – July 2020*

Organized copy, created graphics, and set up blog sites and web pages in SharePoint to market the new API-governance initiative and enhance collaboration and communication in the organization.

Designed and implemented low-code mobile and tablet web applications using Power Apps and Power Automate to relieve pain points for 50+ internal customers.

MENTORSHIP

CUeLinks

Mentor, Volunteer || *June 2023 – Present*

BobaTalks

Mentor, Volunteer || *March 2023 – Present*

Non-affiliated

College Application Essay Tutor, Volunteer || *September 2022 – January 2023*

Knight Writing Institute

Writing Tutor || *September 2017 – May 2019*

EDUCATION

Cornell University

B.A. with Distinction, 3.8 GPA || *May 2019*

Information Science major (UX concentration), Psychology minor

TOOLS

Design

Balsamiq, Figma, Sketch, InVision

Development

HTML, CSS, GitHub, Python, SQLite

Documentation

Confluence, Google Docs, Lucidchart, Markdown, Microsoft Word, Paligo (CCMS), Screaming Frog, Snagit