**RELATED EXPERIENCE**

**Technical Communicator**, *Medidata Solutions*, New York, NY *(02/16–Present)*

* Plan, write, and edit online knowledge articles in Confluence
* Research and translate technical concepts into clear content under tight deadlines
* Work with product owners and other key players to develop documentation
* Produce content that conforms to user workflows and quality assurance standards
* Review analytics and usage reports and recommend strategies for improvement

**XML Content Editor,** *Triumph Learning*, New York, NY *(2/15–10/15)*

* Managed digital textbook content using CMS and XML editor
* Inputted special characters and Ascii math symbols
* Wrote technical documentation and training collateral
* Tested interactive digital content and reported errors

**Technical Writer,** *Digitas*, New York, NY*(10/09–04/13)*

* Wrote technical documentation for American Express, Samsung, and other top brand sites
* Documented front-end website builds for desktop, tablet, and mobile platforms
* Updated specs to web accessibility, responsive design, and other industry standards
* Performed quality assurance testing across browsers and devices
* Wrote test cases, documented results, and tracked errors in JIRA
* Worked with cross-functional teams in an agile environment

**XML Quality Analyst,** *LexisNexis*, Newark, NJ*(2/07–9/08)*

* Performed conversion and analysis of SGML-XML migration projects
* Ran automated transformation and Perl scripts
* Validated content according to DTD rules and schema tools
* Coordinated offshore data conversion

**Web Copywriter**, *Baruch College*, New York, NY *(8/05–8/06)*

* Wrote, edited, and managed homepage web content
* Optimized web copy according to SEO and accessibility standards
* Archived departmental digital photography
* Produced magazine and newsletter articles
* Edited brochures, posters, postcards, and other marketing collateral

**Co****pywriter**, *Cosmos Internet Solutions*, Long Island City, NY *(1/99–5/01)*

* Produced newsletters, press releases, print ads, presentations, case studies
* Wrote, edited, and optimized web content
* Coordinated industry conferences and exhibitions
* Responded to Requests for Proposals (RFPs)

**Copywriter**, *Direct Marketing Enterprises*, Westbury, NY *(6/96–12/98)*

* Wrote and edited catalog, print ad, and sweepstakes copy
* Fact-checked and manually tested products
* Assisted in list management

**OTHER EXPERIENCE**

**Freelance Digital Content Producer**, *Various Clients*, New York, NY *(10/08–Present)*

* Produce entertainment web content for Big Picture Big Sound *(Present)*
* Develop HTML alumni emails for Columbia University
* Edit XML education content for McGraw-Hill

**Creative Writing Instructor**, *Writers & Books*, Rochester, NY *(09/13–Present)*

* Design lesson plans and teach adult writing workshops
* Create online content and update Learning Management System
* Provide individual tutoring and advising

**Volunteer Teaching Assistant**, *East House*, Rochester, NY *(03/14–8/14)*

* Assisted in teaching Math and English to clients at a mental health agency
* Provided GED and other test preparation

**Database** **Administrator**, *New York Methodist Hospital*, Brooklyn, NY *(8/03–7/05)*

* Documented database access requirements, search criteria, and entry standards
* Performed medical records quality assurance
* Generated database error reports

**English Teacher (TEFL)**, *ITC* *Schools*, Prague, Czech Republic *(7/01–9/02)*

* Taught English as a Second Language to a diverse range of students
* Designed customized lesson plans for classrooms and offices
* Provided private tutoring and editorial services

**Volunteer Student Mentor**, *Bank Street College*, New York, NY *(1/96–5/96)*

* Mentored and tutored underserved at-risk youths
* Recorded student progress
* Advised administrators and parents

**SKILLS**

PC/Mac, MS Office, Word, Excel, PowerPoint, Access, Google Tools, Google Docs, Google Drive, Google Analytics, Agile, Scrum, Documentum, Dreamweaver, Contribute, TeamSite, Moodle, Drupal, WordPress, Visio, Audacity, Photoshop, InDesign, Acrobat, Snagit, Agile, Scrum, Dropbox, SharePoint, Confluence, Basecamp, SurveyMonkey, ArborText, Sublime Text, oXygen, DevTrack, Neptune, RSuite, Lotus Notes, Outlook, Citrix, Firebug, JIRA, JAWS, SGML, HTML, XML, CSS, JavaScript, Perl, SEO, UI/UX, QA, LMS, CMS, wiki, quality assurance, manual testing, blackbox testing, functional specs, presentation specs, content management, project management, social media, technical writing, copywriting, direct response, case studies, proofreading, editing, lesson planning, tutoring, Spanish, Italian

**EDUCATION**

Columbia University, New York, NY, M.F.A. Creative Writing

State University of New York College at Oswego, B.A. English