

Career Summary

- **Product Design Leadership:** Content-centric design leader with a knack for building diverse teams of content designers.
 - 2+ years as a people leader; 7+ years working as a senior member of the triad on product development teams.
 - Comfortable establishing relationships with management/executive team in setting priorities and defining goals.
 - Passionate about the practical application of service leadership to enable teams to do the best work of their lives.
 - Proven ability to accurately estimate workloads, identify talent, and set high team standards for work in progress.
- **Technical Writing/Content Design:** 15+ years writing documentation and 6+ years improving in-app copy.
 - Proponent of the value and practice of dedicated and thoughtful UX writing as a component of an application.
 - Proven ability delivering high-quality content that enhances users' information experience while using software.
 - Able to create/maintain content design systems and guidelines, and a champion of product voice and tone consistency.
- **Mentor/Public Speaker:** 4+ years mentoring tech professionals and 4+ years give public presentations to live audiences.
 - Proactively sought and helped dozens of people find their place working in tech with 1:1 advice and mentorship.
 - Powerful storyteller speaking on tech and diversity topics; comfortable moderating discussions; prior keynote speaker.

Professional Experience

Content Design Manager: Menlo Security (Remote: Orlando, FL, USA) Dec 2020 – Present
Manage a distributed team of 3 writers as shared resources across multiple product teams spanning several time zones.

- *Establish Menlo's Content Design Department:* Build and maintain relationships with cross-functional teams and stakeholders. Create processes, workflows, and templates to scale the team's impact and address gaps. Audit help and support content, analyze content needs and workload capabilities. Establish UX writing standards for copy.
- *Team Building and People Management:* Recruit and hire talented writers to join the team, own and develop the recruiting requirements. Create processes and internal documentation for new employee onboarding. Coach team members to increase impact, develop their strengths and grow their careers. Provide regular performance evaluations.
- *Overhaul DocOps Infrastructure:* Envision best in class information experience with multiple delivery outputs and a new CMS. Propose documentation publishing infrastructure improvements to executive team. Create a developer documentation portal prototype and API documentation standards.

Senior Content Designer: Atlassian (Sydney, NSW, Australia & San Francisco, CA, USA) Jan 2015 – Dec 2020

- *Bitbucket Server/Cloud:* Contributed to improving user interface on new features and product improvements. Wrote end-user documentation for new features, product improvements. Conducted user research: Planned, executed user studies.
- *Practice Development:* Writer, editor, librarian, scrum master, and operations specialist supporting an enterprise sales team. Developed, edited, and managed content for pre-sales engineers and consultants in conjunction with engineers.

Technical Writer/Atlassian Administrator: PatientPoint (Orlando, FL, USA) Apr 2013 – Jan 2015

Technical Writer: Pentaho Corporation (Orlando, FL, USA) Jan 2012 – Feb 2013

Technical Writer: JHT, Incorporated (Orlando, FL, USA) Nov 2010 – Jan 2011

Technical Writer: Carley Corporation (Orlando, FL, USA) Nov 2009 – Nov 2010

Technical Writer: DEI Services Corporation (now Kratos Defense) (Winter Park, FL, USA) Sep 2008 – Sep 2009

Technical Writer/Content Manager: T.J., Incorporated Engineering (Christmas, FL, USA) Jan 2008 – Aug 2008

Contract Wiki Developer/Technical Writer: Electronic Arts – Sports (Maitland, FL, USA) July 2007 – Dec 2007

Contract Technical Writer: Lockheed Martin, Incorporated (Orlando, FL, USA) May 2007 – July 2007

Contract Technical Editor: Siemens Power Generation Orlando, FL, USA) Oct 2006 – May 2007

Education

B.A., English, Technical Writing Track – University of Central Florida: Orlando, FL, USA

2008

Tools and Skills

Tools

- Jira, Trello, Confluence, Sharepoint
- Git/Bitbucket/GitHub/Docs as code
- Basic coding: HTML, CSS, Python
- Sketch, Figma, InVision, Mural, Adobe

Skills

- Creating voice and tone style guides
- Creating/editing visual graphics and videos
- Public speaking training, presentations, slide creation
- UX Design: User research, design thinking