

- Mobilized cross-functional SMEs from Product, Eng., Marketing, and Legal, to culminate necessary information with complementary design, to advise advertisers how to bid, manage, optimize, automate, and measure with intelligence and speed.
- Formulated articles, notifications, and long-term content solutions, boosting dashboard migrations by 14% to 3 million in 90 days.
- Deciphered and deferred queries in Buganizer, leading to a 30% drop in negative support feedback.
- Augmented DITA in XML enhancements for taxonomy and categorization systems, ameliorating educational content discoverability and navigation.
- Prioritized gathering qualitative and quantitative insights and processed behaviors, including how content was discovered, absorbed, and digested to foster innovation, evangelize and defend my ideas.

## PRE-GOOGLE

OFFICE OF CHIEF MEDICAL EXAMINER (OCME), NYC

08/18-11/20

### PRINCIPAL TECHNICAL WRITER

Produced developer user materials for the Unified Victim Identification System (UVIS), enabling third-party developers to seamlessly integrate and launch with minimal support, advancing onboarding times by 20%.

- Utilized Postman and Swagger to document [RESTful APIs](#), including endpoints, parameters, and authentication requirements, boosting developer interaction with the product.
- Created VISIO workflows to map data transfers and pinpoint potential data transfer errors improving seamless integration by affiliated agencies.
- Conducted daily Agile standup with Scrum teams to consistently communicate project updates, challenges and successes to stakeholders.
- Rewrote and organized source code documentation, improving clarity and clearing developer queries by a third.
- Interviewed SMEs, created use cases, and conducted usability testing (UAT) to validate complex technical concepts, identify gaps, and refine documentation.

VERIZON, N.J.

09/17-07/18

### BUSINESS ANALYST

Reviewed protocols for operational regulatory activities within the Properties team. Analyzed performance to find trends and develop strategies for improvement and optimization.

- Analyzed performance data to identify trends and develop strategies for optimizing operational regulatory activities, improving efficiency.
- Resolved 2,700 backlogged inquiries by creating customized templates and [integration guides](#) for new landlords.
- Ensured compliance with FAA, NEPA, and state regulations for land leases and agreements, to reduce legal risks.
- Developed intelligence decks to identify low-performing areas, delivering actionable insights that improved operational performance by 15%.
- Streamlined the approval process for new and legacy lease agreements, reducing processing time by 25% and improving usability for internal and B2B end-users.

## EDUCATION

Temple University

Philadelphia, PA

- **Bachelor of Arts** in *Communications with a concentration in Broadcast, Telecommunications, & Mass Media*
- **Bachelor of Arts** in *Criminal Justice*

## TOOLS

**SKILLS:** HTML · JavaScript · JSON · XML · Markdown · SEO Optimization · Facebook Ads · Google Ads

**APPS:** Google Workspace · Slack · JIRA · Confluence · Atlassian · Figma · Inline Manual · Connect Composer · Git · Postman · Okta · Jenkins · Wordpress · Visio · Swagger · SnagIt