- Engineered clear, user-centric API documentation featuring detailed call examples, parameters, responses, and errors, securing a 4.6/ 5 average satisfaction score.
- Mentored two junior technical writers on editing, localization standards, and best practices- driving team productivity gains and consistency.

GOOGLE, *Remote*   November 2020 to March 2023
TECHNICAL WRITER II
Implemented content strategy and knowledge base development for Google ad and marketing management platforms (Campaign Manager 360, Search Ads 360 new experience) authoring over 300 domain-specific assets that stimulated feature adoption, and supported user success across search, social, and shopping ad experiences.
- Forged strategic SME alliances (Engineering, Product, Marketing, Legal) to synthesize critical product knowledge, empowering advertisers to bid, manage, optimize, and automate digital campaigns with greater precision and speed.
- Composed help center articles, notifications, and evergreen guides that accelerated new dashboard adoption, migrating 14% (3M+ accounts) within 90 days.
- Investigated and resolved recurring Buganizer queries, streamlining escalation workflows and reducing negative user feedback by 25%.
- Optimized DITA/ XML taxonomy and categorization boosting content discoverability and streamlining navigation across educational documentation.
- Synthesized user insights (qualitative + quantitative) to uncover discovery, absorption, and usability patterns, championing new editorial strategies cross-functionally.

OFFICE OF CHIEF MEDICAL EXAMINER (OCME), *NYC*   August 2018 to November 2020
PRINCIPAL TECHNICAL WRITER
Charted documentation strategy and disaster recovery framework for UVIS (Unified Victim Identification System), enabling 500+ city/federal partners to securely access, deploy, and scale APIs/SDKs. Launched contextual assistance portals accelerating partner onboarding through tested knowledge base content and zero-defect integration guides.
- Led daily Agile standups with cross-functional Scrum teams, resolving blockers, presenting deliverables, and maintaining project alignment throughout the life cycle (SDLC).
- Interfaced with stakeholders to visualize complex data transfers, identify knowledge gaps, and develop a business-needs-driven style guide based on actionable feedback.
- Reorganized version control systems and processes Dev/IT teams, reducing testing errors by 35% and improving developer response times by one-third.
- Analyzed competitor content and conducted testing (UAT) generating actionable success metrics that drove targeted content improvements.
- Implemented APIs frameworks and authored comprehensive documentations (endpoints, requests, responses, & parameters) using Postman/Swagger, fueling a 25% surge in third-party integrations.

VERIZON, *N.J.*   November 2017 to July 2018
BUSINESS ANALYST
Identified, reviewed, and organized existing operational protocols and regulatory workflows within the Properties team to ensure accuracy, clarity, and compliance.
- Authored SOPS and communications for land leases/agreements, adhering to FAA, NEPA, and state regulations and mitigating legal exposure.
- Reviewed performance data to identify bottlenecks, creating data-driven 'intel' briefings that spurred business initiatives accelerating approvals by 15%.
- Eliminated 2,700-case backlog via custom templates and integration guides, slashing new landlord onboarding time.
- Implemented lease approval process maps (new + legacy), cutting processing time by 25% and enhancing usability for internal teams and B2B partners.