

I am a writer by nature with data analysis and management experience. I write to teach utilizing instructional design.

Professional Experience

Senior Technical Writer 5 Contract

TotalMed, Austin

5/ 2022 – Present

- Write and edit technical instructions for PagerDuty and Dynatrace.
- Create training modules for SRE implemented into the ITIL framework using Articulate 360 Rise and Storyline.
- Interview subject matter experts for writing projects.

Software: Office 365, Visio, Dynatrace, Splunk, PagerDuty, SharePoint, ServiceNow, Articulate 360

General Writer

E-Morgaine, Austin

1/ 2009 – Present

Ability to utilize various analyst and managerial experiences from Union Pacific Railroad, Colorado Department of Revenue, Dell MessageOne, and Dell with education for robust, rich, and detailed content.

- Currently working on a College Algebra book and created a NASA video used at Bastrop ISD.
- Created technical documents for Manatron and SunPower.

Software: Google Business, Office 365, Camtasia, Adobe Creative Suite, ISSU, Padlet, Webflow, Blendshpere.

Technical Writer/Editor Contract

EOS IT Solutions, Austin

5/ 2021 – 7/ 2022

Writer utilizing instructional design methodology.

- Write for a variety of audience technical articles and video with SEO in the knowledge bases.

Software: Google Docs, Adobe Photoshop, Camtasia, Confluence, JIRA, ServiceNow

Data Analyst IV

Texas Department of Health and Human Services, Austin

10/ 2020 – 3/ 2021

Newly created position within the Technology Department requiring SQL, Visual Basic, and analytic skills. The position was limited to entry-level reporting with no access to data or the database.

- Create a DB in Access to merge 53+ Excel spreadsheets and connect data from 4 Excel reports.
- Analysis of Help Desk data and improved an Excel list that used a power query method instead of multiple columns with V-Lookups.

Software: Power BI, Office 365

Business Engineering Communications Coordinator (Contractor)

NFP, Austin

10/ 2019 – 8/ 2020

Technical writing, drip campaigns, and general writing.

- Develop and design training and technical documents with a video utilizing SEO.
- Manage the Technology Department communications.
- Document ServiceNow ITOM Stand Up and Administrate the ServiceNow Knowledge Base.

Software: Office 365, Visio, Camtasia, Confluence, and ServiceNow.

Data Analyst and Technical Writer (Contractor)

Apollo Endosurgery, Austin

9/ 2018 – 8/ 2019

- Built an internal compliance process with training for the sales team from an audit report.
- Wrote eight instruction manuals and four process charts for internal processes in Salesforce and QAD to avoid costly errors and improve in-house training.
- Improved audit process compliant with SOX/KPMG for customer service, pricing, and regulatory.

- Analyze and reconcile data in Salesforce and QAD.

Software: Salesforce, QAD, Microsoft Office, Sonicview, and Visio.

[Charter Communications: Data Analyst II 9/2018 to 12/2018- Revamped the Nexidia training guide for new analysts.]

Adjunct Professor Mathematics

Virginia College (School Closed), Austin

1/ 2018 – 12/ 2018

Taught College Algebra and College Mathematics part-time. Developed lessons based on book and syllabus.

Data Analyst and Writer

CapMetro MetroAccess, Austin

11/ 2016 – 9/ 2018

Utilized previous experiences in writing, financial reports, and railroad operations for additional duties.

- Instrumental in post-audit development and implementation of more effective procedures.
- Technical adviser on procurement purchases and large transit contract.
- Analyzed data for NTD reporting, internal operating reports, and pricing.

Software: Microsoft Office, Trapeze, and Visio.

Tax Process Analyst and Business Analyst

Sales Tax Associates (Company Closed), Austin

10/ 2015 – 9/ 2016

Consultant for Colorado business tax payments and account set-up from previous work experience with Colorado Department of Revenue.

- Wrote the employee handbook and created three instruction guides and implemented online timekeeping software.
- Managed telecommunication or utility tax payments- Colorado tax subject matter expert.

Software: Microsoft Office

Data Analyst and Writer

Texas Department of Agriculture, Austin

7/ 2012 – 7/ 2014

- Implemented the first electronic records management for Consumer Protection Division. Controlled records retention, oversight of administrative duties, and wrote four technical guides for training.
- Wrote a presentation for pesticides showing the correlation of specific ingredients to location and neurological illness.
- Customize univariate, compliance rate, trend, and performance analysis for program data, logistics' team, and field offices.
- Headed the monthly trend analysis program and evaluated problems for improved operating procedures and policy updates.

Software: Microsoft Office, Visio, BatchGeo, Bridge, Mobi, and Quorum IQ.

Education

Ph.D. Instructional Design and Technology, Present

Liberty University, Lynchburg, VA 3.7 GPA with membership in Alpha Kappa Eta Chapter of KDP and AECT.

M.Ed. Instructional Design and Technology, 2018

West Texas A&M, Canyon, TX 3.8 GPA with membership in The Honor Society.

A.A.S. Technical Communications and A.A.S. Business Communications, 2014

Austin Community College, Austin, TX 3.5 GPA with membership in Phi Theta Kappa Honor Society - Alpha Gamma Pi Vice President, Alpha Gamma Pi Alumni Association, Treasurer, and The National Society of Leadership & Success - Sigma Alpha Pi.

B.S. Mathematics with Computer Science, 1997

Creighton University, Omaha, NE

Community Involvement

Kappa Delta Pi Board of Advisor Member	9/ 2022 - Present
Kyle Public Library Advisory Board Member	8/ 2020 – Present
Drive a Senior South Austin/Central Texas - Board of Directors	5/ 2018 – 12/ 2020
Brush Square Museums - Secretary - Board of Directors	11/ 2015 – 7/ 2017
TimberRidge HOA - Board of Directors	1/ 2012 – 4/ 2013

Publications

Origins Scientific Research Society 2012 – 2014
Wrote articles and utilized social media tools to generate a presence for the magazine.
Software: Google docs, Hootsuite, SEO

Why Are Weddings White?

Origins Issue 2 Fall 2012 · Jan 1, 2012

Voodoo & Hoodoo's Double Mirror

Origins Issue 6 Fall 2013 · Jan 1, 2013

The Root of It All

Origins Issue 5 Summer 2013 · Jan 1, 2013

Terrae Fracti Our Lives in Fractals

Origins Issue 7 Winter 2013 · Jan 1, 2013

Aliens Up Close and Personal

Origins Issue 5 Summer 2013 · Jan 1, 2013

Mehndi

Origins Issue 8 Spring 2014 · Jan 1, 2014

Makeup That Lasts, Just Add Ink!

Origins Issue 8 Spring 2014 · Jan 1, 2014

By the Blood of the Sword and the Moon: Religious Conquest of the Old World

Origins Issue 9 Summer 2014 · Jan 1, 2014

From Jamaica to Okinawa

Origins Special Issue Fall 2014

MICI

Origins Special Issue Fall 2014 · Nov 11, 2014

Taking Flight

Origins Special Issue Fall 2014 · Nov 11, 2014

The DEW Line

Origins Special Issue Fall 2014 · Nov 11, 2014

Omnis

Origins Special Issue Fall 2014 · Nov 11, 2014

Institutionalized Murder

Origins Issue 11 Winter 2014 · Dec 21, 2014