

## TECHNICAL WRITER & EDITOR

**Technical Writing & Editing | Data Analysis & Reporting | Internal & External Communications**

An established writer and editor with proven experience analyzing, reviewing, writing, and delivering technical communications to broad audiences, both internally and externally. Expert in disseminating technical information, including relaying to both technical and non-technical stakeholders. Adds value to an organization through a strong ability to partner cross-functionally with multiple departments and business units throughout the US and worldwide.

### Core Professional Strengths

- ❑ Technical Writing & Editing
- ❑ Multilingual (French: Fluent, Spanish: Intermediate and Mandarin: Beginner)
- ❑ Beginner's Knowledge in APIs
- ❑ Translating Text into Several Formats
- ❑ Technical Writing & Editing
- ❑ Collaboration with all Stakeholders
- ❑ Data Visualization (SQL, Tableau)
- ❑ Grasp Complex Concepts Quickly
- ❑ Comfortable with Code (Python)
- ❑ Maintaining Standards and Consistency

## EXPERIENCE

Fitch Ratings | **SENIOR EDITOR**

January 2020 – Present

- Drafted instructional documentation on department protocols, using the training manuals as the basis for preparing junior editors to understand new policies and procedures.
- Collaborate on NLG project, writing alternative text as part of integrating new CMS. Create user cases and writeups for other add-ins disseminated between IT departments in New York and London.
- Elevated to in-house technical resource and SME on company platforms, providing written instructions and hands-on instruction.
- Integrated new hires in company protocol and House style, successfully training six people to handle reports at the junior level.

Poppy Life Care | **TECHNICAL WRITER**

May 2021-November 2021

- Spearheaded documentation for various programs and policies for health care startup. Topics ranged from the companies' CMS to drafting practitioner introductions to hand out to clients.
- Trained volunteers in documented programs, adjusting final product to reflect questions from stakeholders and practitioners.
- Guided new volunteers in the programs documented as part of the onboarding process, revising documentation and training courses to serve volunteers better.

Fitch Ratings | **EDITOR**

October 2013 – December 2020

- Lead efforts to research, develop, and produce reports on the economic status of various sovereigns and municipalities worldwide. Create a competitive advantage by tapping into a strong technical writing skillset, as well as a background in political economy and international relations.
- Leverage a strong ability to learn new technologies and communicate best practices to a wide range of internal and external audiences and stakeholder groups; internal Subject Matter Expert (SME) on resolving software and technical issues.

The Froebe Group | **EDITORIAL ASSISTANT**

September 2010 – December 2015

- Scrutinized and fact-checked drafts of legal textbooks with the goal of ensuring complete accuracy of information, as well as incorporation of all corrections, edits, and revisions.

- Performed a wide range of proofreading and administrative functions for the growing legal publishing firm, including preparing proofs for publication, as well as coordinating network capabilities of freelancers.
- Managed networking demands of growing legal publishing firm, resolving any connectivity issues as well as assessing networking challenges.
- Developed organizational systems and any accompanying documentation to handle fluctuating project load and expansion into other types of publishing.

## FREELANCE EXPERIENCE

Multiple Companies | **TECHNICAL WRITER & COPYWRITER**

February 2012 – December 2019

- Performed quality assurance tests for Learning Express, examining textual components as well as scrutinizing user cases.
- Created brochure and ad copy as a Copywriter for Baxter/Lawley in The Hague, Netherlands for clients in financial, medical, and legal fields.

## PROJECTS

### BANK CRISES BY LANGUAGE

March 2021

- Breakdown of financial crises over the past few decades according to language.
- Map out the breakdown geographically of language and then compiled a comparison of total number of crises per language.
- Laid groundwork for comparison to most commonly spoken languages as well as expanding the analysis to global financial institutions and the level of involvement that potentially exists.

### TAKE TO THE STREETS

January 2021

- Final Capstone project as part of Thinkful Data Analytics program where data from CountLove.org was used to look at protests throughout the Trump administration.
- After evaluating the breakdown among categories of protest, the next level looked at two swing states, Georgia and Pennsylvania, and compare the levels of protest activity.
- The research showed that the former president's singular presence tended to weigh heavily on whether people would participate in a protest or counterprotest.

## EDUCATION & PROFESSIONAL DEVELOPMENT

THINKFUL

**Certificate, Data Analysis**

UNIVERSITY OF CHICAGO

**Master of Arts (MA) in International Relations**

GOUCHER COLLEGE

**Bachelor of Arts (BA) in English, Minors in Anthropology and French**

**Front-End Web Development** | CUNY School of Professional Development

**Blockchain Technology & Programming** | Edureka!

**Writing APIs** | Udemy / I'd Rather Be Writing

**Society of Technical Communications** | Member