

Content Strategist | Program Manager | Senior Technical Writer

An information systems and technical communications professional with a proven track record of results that deliver insight, customer focus, and operational improvements. Combine leadership skills with broad technical expertise to provide content strategy, interaction design, knowledge management, and documentation of complex systems and software.

Past clients include AT&T, Boeing Commercial Airplane Group, Center for Sustainable Development Studies, King County, Microsoft Corporation, Montana Cooperative Wildlife Research Unit, Weyerhaeuser, the U.S. Air Force, and the U.S. National Park Service.

Master of Science degree. University of Arizona, School of Renewable Natural Resources, Department of Wildlife and Fisheries.

Bachelor of Arts degree. The Colorado College, Major in Biology, Minor in Latin American Studies.

Professional Experience

Microsoft Corporation – Remote

February 2022 – Present

Senior Content Developer – Microsoft Cloud + AI Developer Relations - Azure Stack Edge Team

- Develop and maintain documentation for Azure Stack Edge to optimize security, performance, and rollout of new features.
- Content extends Azure Stack Edge hybrid, VM, and edge architectures for scalable, high-performance applications.
- Audience includes internal and external SMEs: support engineers, IT admins, application developers, and early adopters.
- Results ease technology adoption, reduce support costs, and improve the user experience. This is a contract with Aquent, LLC.

AT&T - Remote

May 2021 – January 2022

Program Manager, Customer Experience Digital Producer - AT&T User Experience Team

- Provided program management to sustain customer experience feature development while the team re-tooled and established resource capacity for company-wide digital transformation.
- Coordinated SME work in strategy, design, research, and content strategy to develop improvements to customer experiences, journey maps, and prototypes.
- Results increased cross-functional team communication and implemented repeatable, sustainable improvements to policies, standards, and operational efficiency. This job was a contract with CompNova, Inc.

Microsoft Corporation – Remote

January 2020 – May 2021

Senior Technical Writer – Microsoft Azure Sphere Planning, Execution, and Communications Team

- Created core documentation for Azure Sphere devices and IoT managed services. Audience was developers and R&D.
- Content included customer-facing articles for device provisioning, application development, and API reference topics.
- Results improved the customer experience and reduced support costs. This job was a contract with Pactera Technologies.

Atos Technologies - Remote

November 2019 – February 2020

Service Manager for Knowledge Management – Atos North American Operations Team

- Collaborated with SMEs and PMO to manage back-office policies, standards, and delivery of runbooks to provide SOP, scripts, tools, and escalation paths for server management and virtualization best practices. This job was a contract with Indotronix.

Integrus Software, Inc. – Seattle, Washington

July 2019 – October 2019

Technical Writer – Integrus Customer Engagements Team

- Developed documentation workflow, content architecture, content governance, and technical documentation that improved the customer experience and reduced support costs for Integrus Software.
- Documented application architecture and developed enterprise onboarding materials, analyst user guides, and best practices for connecting to enterprise data stores and SaaS applications like Azure, AWS, and SQL Server. This job was a contract with Berner Enterprises, LLC.

Microsoft Corporation – Redmond, Washington and remote

March 2019 - June 2019

Senior UX Lead, Content Program Manager – Microsoft Office Data, Insight, and Growth Engineering Team

- Provided knowledge management, information architecture, and information lifecycle management for a portfolio of internal documentation sets. Results reduced SME interruptions and increased operational maturity. Introduced structured back-office communication workflow to improve information flow and team efficiency.
- Audience included 5,000 Microsoft developers, software engineers, and other SMEs. Results improved content and usability for high-value topics. This job was a contract with Chameleon Technologies, Inc.

Professional Experience (continued):

Microsoft Corporation – Redmond, Washington and remote

March 2018 – February 2019

Senior Technical Writer, Content Program Manager – Microsoft Digital Security and Risk Engineering Team

- Delivered improvements to site architecture, knowledge management, and content lifecycle development for a portfolio of back office knowledge bases for an internal audience of software engineers and Tier-1, 2, and 3 support resources.
- Improved customer satisfaction, reduced support costs, and returned many hours of engineering time to SMEs. This job was a contract with Mactus Group, LLC.

AT&T – Bothell, Washington and remote

June 2016 - January 2018

Senior Technical Writer, UX Design Analyst – AT&T Digital Design and User Experience Team

- Worked on a team of UX designers and developers to consolidate and curate 70+ sets of mobile-first and flex design standards.
- Gathered requirements, created user stories, tracked release criteria, curated interaction design catalogs, and collected usage data to improve the customer experience and increase use of self-service design solutions.
- Results improved the customer experience and improved supportability of design standards for an internal audience of designers, developers, and producers for consumer, premier, and SMB design projects. This job was a contract with KForce Technology, Inc.

Microsoft Corporation – Redmond, Washington and remote

April 2001 – September 2014

Senior Technical Writer, Software Engineer – SQL Server User Education Team

- Learned fast. Embraced change. Helped customers succeed with Microsoft software by transforming complex information into easy-to-consume content, user-focused business logic, and intuitive customer experience features.
- Results consistently increased product adoption, improved technical direction for customers, and reduced support costs.
- Built strong relationships with resources from user research, design, development, PM, test, release, localization, technical evangelism, accessibility, legal, marketing, release, and support engineering. Developed KPI using top task analysis.
- Documented configuration processes and procedures, security hardening, and high availability setup for SQL Server, plus administration features for SQL Server and Azure SQL Database. Helped to identify root cause and resolve all manner of issues.
- Utilized data-driven methods to manage multiple, simultaneous projects with tight schedules, diverse stakeholder perspectives, and fluid requirements. Developed multiple, internal workflow improvements.
- Used customer data to push help and user assistance into the product UI to help customers where they needed guidance.
- Improved application logic, interaction design, error messages, and the user help experience. Provided customers what they needed in ways that were easy to find and easy to use. This job was an FTE position with Microsoft.

Selected Accomplishments

Award for Engineering Innovation - Microsoft Cloud+Enterprise TechFest. Voted #1 of 250+ innovation ideas across the Microsoft Cloud+Enterprise Division. Used customer support data to provide integrated assistance inside Azure portal UI for key scenarios where and when customers needed seamless, data-driven help. Received outstanding customer feedback. Results increased product adoption, increased revenue, and reduced support costs.

Leveraged customer data to drive improvements to product workflow at Microsoft. For more than ten years, established user-focused channels of information flow inside the company using data to improve the customer experience, and reduce SME and engineering costs. Created efficient, sustainable knowledge flows and content strategies to provide continuous updates that addressed known issues about SQL Server, Azure SQL Database, Azure portal, and security best practices.

Returned hundreds of hours of engineering time to the Boeing Service Engineering Team each month. Designed and implemented a collaborative publishing workflow to improve operational maturity and roll out content governance for development of Boeing Commercial Airplane Group airworthiness directives, service letters, and communiques sent to hundreds of air carriers worldwide. Managed project budget, resources, metrics, and schedules. Reported up to senior leadership. Results improved morale among engineers and staff, saved money, and improved document acceptance rates by more than 90% in less than 180 days.