

Written communication expert with experience in digital content creation, narrative storytelling, editing, technical documentation, how-to guides, and SEO. I'm seeking to bring my editorial skills, keen eye for detail, and substantial user empathy to a high-impact role.

PROFESSIONAL EXPERIENCE

Subject Matter Expert, Trainer Vaco at Google, Walnut Creek, CA, Jan. 2024—Present

- Creating and updating guidelines and data templates for multiple complex workflows. Interface with Google stakeholders, SMEs, and engineers to align workflow expectations.
- Developing training procedures for multiple workflows. Create Google classrooms, slide decks, outlines, training videos, trainee databases, gating exams, and handouts.
- Lead new team members through two separate week-long training sessions for parallel workflows. Lead training meetings, presentations, Q&A roundtables, and shadow sessions.
- Quality check output, generate edge case questions and dataset observation documents.

Content Analyst, QA Vaco at Google, Walnut Creek, CA, Nov. 2021—Jan. 2024

- Created and quality checked ad copy and ad campaigns—internal- and external-facing, short- and long-form. Proofread and published copy in content management systems.
- Verified work from AI content rater teams and compiled common errors and trends into written guidelines. Presented errors and edge cases to raters visually and in writing.
- Promoted to the QA team due to high quality assurance scores and strong communication.
- Analyzed and edited AI-generated text to conform to internal style guides and English language norms. Researched websites to verify the accuracy of AI-generated text.

Lead Baker & Cake Decorator SusieCakes, San Francisco, CA, Aug. 2018—Mar. 2020

- Trained and supervised bakers and service representatives in a fast-paced environment.
- Interfaced with clients during production to ensure the quality and accuracy of products.
- Managed multiple large-scale baking projects for weddings, holidays, and corporate events.

Assistant General Manager Water Street Kitchen, Kalamazoo, MI, Jan. 2014—July 2018

- Supervised a shift of bakers and kitchen staff in a high-volume commercial kitchen. Trained incoming bakers and cooks.
- Produced high-quality product descriptions, marketing content, and technical procedures.
- Applied established company templates to create and refine more than 150 recipes.

Substitute Teacher Kalamazoo Public Schools, Kalamazoo, MI, Sep. 2009—Dec. 2013

- Supervised and instructed K-12 classes of up to 35 students in a variety of subjects.
- Created new lesson plans with student strengths and weaknesses in mind.
- Communicated complex assignments and classroom issues to parents and administrators.

Langdon Tower

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English Teacher

Hamamatsu Middle School, Shizuoka, Japan, Aug. 2008—Aug. 2009

- Instructed and supervised English conversation classes for multiple age groups.

EDUCATION

Bachelor of Arts, English & Creative Writing

Western Michigan University, Kalamazoo, MI

- Studied English grammar, composition, and storytelling in a collaborative environment.
- Served as a volunteer editor for the *Third Coast Literary Journal*.

Certificate in Technical Writing

University of Washington, Seattle, WA, 2021

- Created testing templates, product reports, UX wireframes, marketing copy, and technical procedures individually and with peers. Focused on user experience and accessibility.
- Worked in Microsoft, Adobe, and Google suites; Slack; ClickHelp; Canva; and WordPress.

OTHER COURSEWORK

“Fundamentals of UX Design”

Georgia Institute of Technology, Atlanta, GA, 2020

“Learn Python 3”

Codecademy, online, 2020

OTHER WORK & INTERESTS

Freelance Writer – Weedmaps

Irvine, CA (remote) 2024-2025

Lansdowne Writer’s Workshop

Media, PA (online), 2020—Present

King’s Park Fort archaeological dig

Stirling, Scotland, 2022

Paleontological dig with the North Dakota Geological Survey

Bismarck, ND, 2019