

Web content expert with experience in LLM training and strategic utilization, SEO, narrative storytelling, coaching, and creating technical documentation. I'm seeking to bring my editorial and leadership skills, keen eye for detail, and substantial user empathy to a high-impact role.

## PROFESSIONAL EXPERIENCE

### Highspring (formerly Vaco) at Google

Walnut Creek, CA, Nov. 2021—Present

#### Production Assistant

July 2025—Present

- Refine output from Google's AI Mode search tool and "AI Overview" search results. Discuss output statistics and workflow issues with Google stakeholders and engineers weekly.
- Manage one SME and four QA agents to help assure high-quality LLM output.
- Compile and present weekly and monthly business review slides, covering quality of output from Highspring raters, changing trends in received data, and fixes for emerging problems.
- Ensure raters follow quality metrics and procedures. Monitor struggling agents and provide them with support through practice work and one-on-one coaching sessions.

#### Subject Matter Expert, Trainer

Jan. 2024—July 2025

- Created and updated guidelines and data templates for multiple complex workflows, including Google's AI Mode search tool and "AI Overview" search results.
- Developed training procedures for rater teams across multiple workflows. Created Google classrooms, slide decks, outlines, training videos, trainee databases, and gating exams.
- Led new team members through a pair of week-long training sessions for parallel workflows. Led trainings, including presentations, Q&A roundtables, and shadow sessions.

#### Content Analyst, QA

Nov. 2021—Jan. 2024

- Promoted from a rater to the QA team due to strong QA scores and communication skills.
- Created and quality checked internal- and external-facing, short- and long-form ad copy and ad campaigns. Proofread and published copy in Google's internal CMS.
- 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.

### RicketyRoo for SurveyMonkey - SEO Content Writer

Bend, OR, Oct. 2025—Jan. 2026

- Utilized ChatGPT to transform content briefs into updated explainer articles for SurveyMonkey, with a focus on SEO and "humanizing" LLM output.
- Worked with staff editors at SurveyMonkey to refine drafts and address LLM output errors.
- Internalized and applied SurveyMonkey guidelines on voice, formatting, and content accuracy for expert and entry-level content.

### Weedmaps - Content Writer

Irvine, CA, Sep. 2024—Feb. 2025

- Researched and revised cannabis law information pages for Colorado and New Jersey, using vetted sources and continual feedback from my staff editor.
- Researched and wrote more than 100 cannabis strain descriptions, matching Weedmap's tone, formatting, style, and content accuracy guidelines.

# Langdon Tower

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- Utilized Clearscope to incorporate keywords and ensure high SEO rankings for strain descriptions.

## **SusieCakes - Lead Baker & Cake Decorator** 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.

## **Water Street Kitchen - Assistant General Manager** 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.

## **Kalamazoo Public Schools - Substitute Teacher** 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.

## **Hamamatsu Middle School - English Teacher** 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, 2020

## OTHER WORK & INTERESTS

Lansdowne Writer's Workshop Media, PA, 2020—Present  
King's Park Fort archaeological dig Stirling, Scotland, 2022  
Paleontological dig with the North Dakota Geological Survey Bismarck, ND, 2019