
WORK EXPERIENCE

MOZ

Seattle, WA

Software Engineer (Returnship Program)

2015

- Implemented new features and bug fixes for SEO analytics software, primarily in CoffeeScript.
- Collaborated with product and UX to design and write a service to retain and track user preferences.
- Volunteered to work with visiting 5th and 6th grade girls to assist them with exploring basic programming concepts.

ALPHA TECHNOLOGIES

Bellingham, WA

Technical Writer

2013 - 2014

- Wrote and edited installation and maintenance documentation for a variety of products, such as transponders and generators, in collaboration with engineers and product managers.
- Handled multiple technical writing projects at once, and brought them in on or before deadline.
- Created and edited technical illustrations for manuals using Adobe Illustrator and Adobe Photoshop.
- Adhered closely to the document control process, and worked with multiple departments to ensure all document control requirements were met.
- Submitted a technical manual to the Society of Technical Communications International Summit Awards.

LOGOS RESEARCH SYSTEMS

Bellingham, WA

Software Tester

2012 - 2014

- Logged bugs, verified bug fixes, analyzed log files, and worked with developers to resolve issues.
- Wrote and updated customer-facing help documentation as well as internal documentation. Crafted clear and precise instruction with illustrations, screenshots, and screencapture video.
- Communicated with customers via forums to diagnose issues with applications.

EXPEDITORS INTERNATIONAL

Seattle, WA

Support Analyst

2010 - 2011

- Logged bugs, analyzed log files, and worked closely with development teams to diagnose issues with Java applications.
- Wrote and edited internal tutorials and documentation for software and processes.
- Coordinated global rollout of new software into production: communicated with teams around the world to introduce new initiative, responded to questions and concerns, scheduled deployment, and deployed software in collaboration with developers.
- As member of a change review board, reviewed upcoming software changes to assess impact on existing systems. Evaluated data, programs, policies, procedures, and operational needs and made appropriate recommendations and strategies.
- Trained and mentored new team members.
- Communicated via telephone and email with global customers with clarity, tact, and courtesy.
- Analyzed, summarized, and presented monthly metrics reports to upper management.

- Worked on marine navigational software in C++: implemented new features, identified and fixed bugs, and created test plans.
- Performed field testing in Rotterdam Harbor in collaboration with harbor pilots.
- Wrote and edited customer-facing help documentation.

EDUCATION

B.Sc. Computer Science

Western Washington University

Bellingham, WA

August 2009

Cum Laude - GPA 3.87

SKILLS

Technologies

- Javascript (also CoffeeScript and Node.js)
- HTML/CSS
- SQL
- Git

Design Tools

- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign

Program Management/ Organization

- Experience in handling multiple writing and edit projects at once, and completing on or before deadline.
- Extensive experience in collaborating with a range of departments to complete projects.

Writing/ Communication

- Experience writing and editing a variety of technical and other documentation.
- Communicated with people all over the world with clarity, tact, and courtesy.

Other

- Fluent in Dutch