

## Work Experience

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### Axoni

**Jul 2022 – Oct 2024**

*Technical Writer*

*Remote*

- Wrote and maintained a range of structured technical documentation — such as release notes, API guides, user workflows, system diagrams, and setup instructions — for both technical and non-technical users
- Partnered cross-functionally with developers, product managers, and other subject matter experts to gather technical information and feedback, ensuring documentation was clear, accurate, and user-focused
- Continuously updated documentation to reflect product changes and user feedback, maintaining accuracy, consistency, and relevance

### Mastercard

**Aug 2016 – Jul 2021**

*Software Engineer (Mar 2018 – Jul 2021)*

*O'Fallon, MO*

- Wrote software design documents detailing system changes, including API, data model, and UI updates, based on technical requirements analysis
- Collaborated with other engineers, analysts, and account managers to clarify requirements, address cross-system dependencies, and optimize design solutions
- Led knowledge management efforts by creating and organizing internal documentation to preserve institutional knowledge, support onboarding, and standardize work processes

*Associate Software Engineer (Aug 2016 – Mar 2018)*

- Assessed implementation risks and developed mitigation plans to reduce potential service disruptions during release deployments in client environments
- Supported various other change management activities, such as maintaining tickets and gathering change approvals, notifying stakeholders of implementation timelines and outcomes, and updating documentation to reflect verified changes following a release

### University of Michigan-Dearborn

**Oct 2014 – Jan 2021**

*Technical Editor*

*Remote*

- Edited technical manuscripts on electrical engineering topics such as electric vehicles and smart power grids, improving grammar, structure, and clarity for publication

## Education

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### University of Michigan

**Sep 2012 – Apr 2016**

B.S. in Computer Science, minor in Asian/Pacific American Studies

*Ann Arbor, MI*

## Skills

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- **Technical Skills:** HTML/CSS, JavaScript, XML, Markdown, Python, SQL, APIs, Agile
  - **Tools:** MadCap Flare, Confluence, Jira, static site generators (MkDocs), Swagger, version control (Git), Microsoft Office (Word, Excel, Visio)