

Experience

MetaCarta Inc.

Cambridge, MA.

Migrated all product documentation from a combination of MS Word, LyX, and FrameMaker to a custom-designed L^AT_EX template. Wrote documentation for both end-users and integrators of geographic text search product. Gained familiarity with SOAP, JSON, and MetaCarta's custom APIs. Streamlined electronic documentatation production process. Designed and presented training to field personnel. Brought on and trained a new hire in the Documentation department. Took over Customer Support department after personnel reduction and improved case triage and request handling procedures. Provided support to both customers and field personnel via phone and email.

Documentation Engineer

Technical Lead

February 2005 – present

MIT

Cambridge, MA.

Taught a literature seminar called "Passing: Flexibility in Race and Gender," using American literature as a lens through which to examine different passing tropes. Provided an introduction to queer, gender, and critical race theories to engineering students.

Instructor

February 2009 – May 2009

Onyx Neon Press

Cambridge, MA.

Built a L^AT_EX template to customer's specifications for a novel, and prepared the novel for print. Customer later used the template, with small modifications, to produce a technical book.

Consultant

January 2007 – May 2007

Best Practical Solutions, LLC

Somerville, MA.

Handled sales calls and sales proposals for Best Practical's product line, including Request Tracker. Implemented boilerplate template for sales proposals and contracts in L^AT_EX.

Sales Consultant

February 2005 – June 2005

Petta Technology Inc.

Pasadena, CA.

Participated in sales causing company to grow over 300% in 2004, including work with both small businesses and Fortune 500 companies.. Moved the company from MS Office for proposals and presentations to a system using L^AT_EX templates. Produced sales documents, project plans, and technical specifications for diverse projects on tight schedules. Collected information for and then assembled an operations manual for system administrators and developers working on a web-based disease management application.

Sales Engineer

Open Source Developer

August 2004 – February 2005

MIT Experimental Study Group

Cambridge, MA.

Taught a writing workshop, once with a co-teacher and three times without, under the supervision of MIT faculty. Ran a freshman advising seminar (Thirteen Great Poems), and was a TA for a class on Major Poets. Ran a recitation section of advanced freshman chemistry.

Student Teacher

Sep. 2001 – June 2004

Computer Skills

Programming Languages: Python, Perl, shell scripts, HTML, some JavaScript, knowledge of C syntax

Tools: L^AT_EX, Make, CVS, SVN, svk, AFS, NFS, Kerberos, Apache

Education

Massachusetts Institute of Technology, Cambridge, MA.

Bachelor of Science in Writing and Humanistic Studies, June 2004

University of Massachusetts Boston, Boston, MA.

Candidate for Master of Arts in English, June 2010