

## Experience

### MetaCarta Inc.

Cambridge, MA.

*Tech Writer, Technical Lead, Support Manager*

**February 2005 – present**

Migrated all product documentation from a combination of MS Word, LyX, and FrameMaker to a custom-designed L<sup>A</sup>T<sub>E</sub>X 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. Currently managing transition of customer support activities after acquisition by Nokia.

### MIT

Cambridge, MA.

*Instructor*

**February 2009 – May 2009**

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.

### Onyx Neon Press

Cambridge, MA.

*Consultant*

**January 2007 – May 2007**

Built a L<sup>A</sup>T<sub>E</sub>X 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.

### Best Practical Solutions, LLC

Somerville, MA.

*Sales Consultant*

**February 2005 – June 2005**

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<sup>A</sup>T<sub>E</sub>X.

### Petta Technology Inc.

Pasadena, CA.

*Open Source Developer*

**August 2004 – February 2005**

Participated in sales causing company to grow over 300% in 2004. Moved the company from MS Office for proposals and presentations to a system using L<sup>A</sup>T<sub>E</sub>X 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.

### MIT Experimental Study Group

Cambridge, MA.

*Student Teacher*

**Sep. 2001 – June 2004**

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.

## Computer Skills

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

*Tools:* L<sup>A</sup>T<sub>E</sub>X, 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.

Master of Arts in English, June 2010

University of Indiana, Bloomington, IN.

Accepted to PhD program in Gender Studies, completion date unknown