

## ABOUT

Senior Technical Writer specializing in documentation for robotics platforms, electromechanical systems, and software infrastructure. Experienced in transitioning legacy workflows into modern Docs-as-Code setups to integrate documentation directly into active engineering cycles. Proven track record of collaborating with cross-functional engineering and product teams to translate intricate operational logic into highly accurate, structured documentation.

## CORE COMPETENCIES

### Documentation Strategy

- Docs-as-Code (MkDocs, Git)
- Information Architecture
- Version Control Strategy
- Content Lifecycle Management

### Technical Stack

- Python & REST APIs
- G-code Hardware Logic
- Markdown & YAML
- GitHub & CI/CD Pipelines

### Domain Expertise

- Robotics & Lab Automation
- Electromechanical Systems
- AdTech Infrastructure
- Service & Maintenance Manuals

## WORK EXPERIENCE

### Opentrons Labworks — Senior Technical Writer

February 2023 – Present

#### Documentation Infrastructure & Lifecycle Velocity

Modernized the documentation ecosystem by migrating from manual processes to a Git-based Docs-as-Code framework using MkDocs and GitHub. This structural shift integrated writing into engineering sprint cycles, reducing publication cycles from weeks to hours and ensuring documentation stayed in lockstep with rapid platform releases.

#### Hardware-Verified Service & Operational Manuals

Authored high-fidelity user and field service manuals for flagship liquid-handling automated platforms, including the 150-page Flex and 130-page OT-2 systems. Developed technical documentation detailing PCBA layouts, electrical specifications, and preventative maintenance protocols to support field engineering teams.

#### Technical Reference Maintenance & G-code Transparency

Supported the ongoing maintenance of user-facing Python API documentation. Extensively analyzed internal source code repositories to extract and publish low-level G-code hardware protocols, transforming complex machine logic into public reference guides for advanced automation customization.

### Spotify — Senior Technical Writer

2017 – 2022

#### Internal Developer Experience (DX) & Service Discovery

Architected an internal developer-facing documentation ecosystem to support self-service integration among highly interdependent engineering groups. By translating distributed system architectures and global ad-serving logic into clear guides, eliminated development friction and reduced engineering onboarding times.

#### Governance & Technical Standards

Established engineering documentation standards by co-authoring *The Spotify Technical Writing Handbook* and managing the centralized corporate glossary. Spearheaded a Technical Writing Guild to coordinate cross-functional documentation updates and standardize nomenclature across distinct internal systems.

#### Knowledge Scaling & Engineering Training

Produced technical tutorials and video-based training resources to modernize internal engineering onboarding. Created highly adopted guides for the internal documentation tooling, ensuring alignment and accuracy as backend core services scaled.

**Legacy Recovery & Audience Manager Documentation**

Returned to Adobe to lead the structural overhaul of the Audience Manager documentation suite. Conducted comprehensive audits to resolve an outdated backlog of tracking issues, updated obsolete content architectures, and integrated extensive API reference material.

**Product Self-Service & Support Optimization**

Designed and scaled the user-facing documentation ecosystems for the Marketing Cloud ID Service and Marketing Cloud Device Co-Op. Converted complex cross-device identity logic into scannable technical guides, optimizing client self-service and directly decreasing engineering support queues.

**Global Team Scale & Technical Mentorship**

Established an international collaboration framework to train a junior technical writer based in Bucharest, Romania. Provided rigorous technical coaching and documentation lifecycle training, successfully transitioning them into the lead role upon departure to guarantee operational continuity.

**SELECTED PRIOR EXPERIENCE**

- **Tapad** (Senior Technical Writer | Employee #50): Formulated the foundational documentation strategy for proprietary probabilistic cross-device ad targeting systems, mobile SDKs, and developer-facing REST APIs.
- **Demdex** (Technical Writer | Acquired by Adobe): Built the initial documentation architecture for the pioneer Data Management Platform (DMP), detailing data ingestion APIs and core system workflows prior to acquisition.
- **Right Media / Yahoo** (Technical Writer): Collaborated with a core documentation team to author technical manuals, user interface workflows, and infrastructure guides for an early automated online ad exchange platform.

**EDUCATION & MILITARY SERVICE**

- **University of Mississippi** — Master of Arts (M.A.)
- **University of Missouri** — Bachelor of Arts (B.A.), *Cum Laude*
- **United States Army** — Fort Bragg, NC (Honorable Discharge)