

## WORK EXPERIENCE

### Komodo Health

**Technical Writer II, III** || *December 2021 – Present*

Deliver various documentation across Komodo Health's Salesforce and Healthcare Map portfolio to enable the success of both internal and external stakeholders. This involves collaborating with product managers, engineers, and other subject matter experts (SMEs) and technical writers to draft, revise, edit, peer review, and publish release notes, sprint updates, user guides, administrator guides, product documentation, entity relationship diagrams (ERDs), and more.

Provide content design guidance in the Design team's high-fidelity mockups and internal design system to enhance the user experience of Komodo Health's newest products.

Implement HTML, CSS, and JS code changes to maintain our external knowledge base, including rebranding the help site following Komodo Health's acquisition of Mavens.

Build and revamp team processes, such as how we assess candidates, train new hires, and coordinate posting freezes, to increase efficiency within the Technical Writing team. This involves recording the updated team operations and tools in our internal knowledge base.

### Memorial Sloan Kettering Cancer Center

**Associate Applications Analyst** || *July 2020 – July 2021*

Published and maintained the technical documentation of Power Platform projects and help desk tickets in the new internal knowledge base to optimize collaboration and support amongst 10 team members.

Designed, developed, and shipped custom forms, low-code applications, and automated workflows to streamline new and old processes for internal clients and key stakeholders. Some notable projects ensured the safety of 4100+ frontline workers during COVID-19 and facilitated the communication amongst 30 PMs/RTEs and senior leadership for MSKCC's digital transformation.

Led the development of a mobile application for a cancer treatment research study by acting as the product owner (PO), product manager (PM), and quality assurance (QA) lead.

**Analyst, Contract** || *August 2019 – July 2020*

Organized copy, created graphics, and set up blog sites and web pages in SharePoint to market the new API-governance initiative and enhance collaboration and communication in the organization.

Designed and implemented low-code mobile and tablet web applications using Power Apps and Power Automate to relieve pain points for 50+ internal customers.

## MENTORSHIP

### CUeLinks

**Mentor, Volunteer** || *June 2023 – Present*

### BobaTalks

**Mentor, Volunteer** || *March 2023 – Present*

### Non-affiliated

**College Application Essay Tutor, Volunteer** || *September 2022 – January 2023*

### Knight Writing Institute

**Writing Tutor** || *September 2017 – May 2019*

## EDUCATION

### Cornell University

**B.A. with Distinction, 3.8 GPA** || *May 2019*

Information Science major (UX concentration), Psychology minor

## TOOLS

### Design

Balsamiq, Figma, Sketch, InVision

### Development

HTML, CSS, GitHub, Python, SQLite

### Documentation

Confluence, Lucidchart, Paligo (CCMS), Screaming Frog, Snagit