

SKILLS: Copy writing, copy editing, technical writing, blogging, SEO, article writing, proofreading, fact checking, research, educational writing, curriculum development, social media, customer service, customer support, web analytics, fiction, nonfiction, HTML, CSS, web content, mobile content, readership analysis, publishing, user support, user education, product descriptions, ecommerce

EXPERIENCE

Freelance Writer

PRESENT

- Experienced in all types of web content, including social media posts, blogs and articles, ecommerce content, educational content, and user support
- Current projects include product descriptions for a wellness company, scripts for educational videos, and curriculum design for a self-help and “book club” app

Content Strategist, Coursera — Mountain View, CA

March 2016 - January 2020

- Wrote & edited the Learner Help Center, viewed by over 250k users monthly
- Maintained a body of user-focused content according to editorial best practices
- Wrote HTML, CSS & JavaScript for web published content
- Collaborated with customer support teams to improve scaled support
- Tracked analytics to improve traffic, SEO, and content
- Led strategy to improve the learner support technical platform

Content and User Education Specialist, Google — Mountain View, CA

December 2014 - February 2016

- Wrote & edited content for the Google+ and Google Cardboard help centers
- Tracked analytics to improve traffic, SEO, and content
- Coded web content in HTML

English & Creative Writing Teacher, BASIS Tucson North — Tucson, AZ

July 2012-May 2014

- Developed and taught curriculum on writing, grammar, rhetoric, and analysis to 8th-12th grade students
- Served as faculty advisor for student literary magazine

Writing Center Tutor & Co-Director, Goucher College — Towson, MD

January 2010 - May 2012

- Assisted undergraduate and graduate students at every stage of the writing process

Editor-in-Chief, Preface Literary Magazine — Towson, MD

August 2009-May 2012

- Led a team of editors through the submission, editing, and publication of an annual literary magazine

EDUCATION

Goucher College, Towson MD — May 2012 | Bachelor of Arts in English; concentration in Creative Writing
Honors: Summa cum laude, Honors in the major, Isabel Kellogg Thomas Prize in English

University of Iowa Irish Writing Program, Dublin Ireland — Summer 2011