

**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

## EXPERIENCE

### Freelance Writer

2011 - PRESENT

- Write fiction and nonfiction for a variety of publications, including *The Urbanite*, *Marco Polo*, and *wigleaf*
- Self-publish articles and blog posts on parenting, faith, relationships, and mental health
- See portfolio at [www.lilydodge.com](http://www.lilydodge.com)

### Content Strategist, Coursera — Mountain View, CA

March 2016 - PRESENT

- Write & edit the Learner Help Center, viewed by over 250k users monthly
- Maintain a body of user-focused content according to editorial best practices
- Write HTML, CSS & JavaScript for web published content
- Collaborate with customer support teams to improve scaled support
- Track analytics to improve traffic, SEO, and content
- Lead 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 with a 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