

About Me

Writer with over 10 years in journalism, 8 years in e-learning content development, and UX design training. A meticulous wordsmith, curious reporter, and people advocate focused on creating productive user experiences.

Experience

Senior Content Developer, Instructional Designer

NIIT- Cognitive Arts

Evanston, IL • April 2015- April 2023

Worked with the following clients:

USAA

- Secured an annual contract with this client six times
- Drafted and maintained curriculums used to educate and certify the company's 37,000 employees, allowing them to handle phone calls from over 13.5 million members
- Distilled complex information into understandable, engaging content that spoke to specific audiences, while capturing the company's voice and brand standards
- Collaborated with subject matter experts, project managers, and other teams to develop modules and style guides, while exchanging feedback to improve each iteration
- Mentored and led teammates by facilitating weekly meetings and devising instructional guides and a team directory

Bank of America

- Created and edited training modules leading approximately 212,000 employees to understand various banking regulations, procedures, and resources
- Formulated grammatically sound narratives that aligned with the company's mission and quality assurance standards, while continuously editing
- Managed content workflows and processes for efficiency and to meet organizational goals
- Partnered with other designers to ensure high-quality work was delivered on time

Meta

- Reviewed training courses geared toward over 86,000 employees about safety best practices
- Challenged material with detailed feedback to create useful resources
- Introduced content and functionality improvements through presentations and comments

Key Bank

- Built learning modules educating about 18,000 employees on company processes
- Mapped out required curriculums for employees based on their roles, using content and infographics
- Participated in SCRUM meetings to ask questions and update the team on the project's progress

Experience (cont.)

Senior Freelance News Reporter

Windy City Times

Chicago, IL • July 2012- November 2022

- Conducted over 300 interviews with LGBTQ+ community members and organizations for first-hand narratives
- Wrote over 150 engaging articles for over 125,000 online readers monthly
- Arranged and edited information into informative, compelling stories using AP style
- Proposed feature ideas that would appeal to readers across the Chicagoland area
- Contributed to attracting about 40,000 social media followers
- Gained knowledge of LGBTQ+ culture and inclusive language as an ally, prior to the widespread awareness of pronouns and inclusivity practices, as well as the legalization of same-sex marriage

Arts and Entertainment Contributing Writer

Pioneer Press

Glenview, IL • May 2011- October 2017

- Interviewed over 200 people to gain a deeper understanding of their stories and various topics
- Informed larger audiences of smaller organizations and upcoming events
- Authored news articles for Chicago Tribune Media's weekly newspaper distributed to 32 Illinois suburbs in print and online
- Utilized AP style writing

Skills

Agile method
AP style
Content design
Editing
Interviewing
Leadership
Mentoring
Multitasking
Problem solving
Quality assurance
Storyboarding
Storytelling
Teamwork
Technical writing
Time management
User research
UX writing

Software

Adobe Creative Cloud
Asana
Canva
Figma
Google Docs
Jira
Lyssna
Microsoft Office
Slack
Vyond

Education

Indiana University

Bachelor of Arts,
School of Journalism
Bloomington, IN

CareerFoundry

UX Design certificate

University of Wollongong

Study abroad program
New South Wales, Australia