

Enterprise & developer content leader specializing in AI and platform products. 9+ years translating complex, technical capabilities into clear, human narratives for enterprise customers and builders. Experienced in defining content guidelines and processes and leading cross-functional initiatives in ambiguous, fast-moving spaces.

Work History

Manager, Technical Writing at Workday

2020 - present

I lead a globally-distributed team of technical writers focused on developer, agent, and API documentation for Workday's enterprise solutions and Developer Platform. I love helping people reach their fullest potential. To do that, I lead with transparency and a deep understanding of what the company and audience needs are.

I also lead content strategy for Workday's AI agents, agent platform, and data contributions for all of Information Development. I partner with Product, Product Marketing, Support, and Legal to define how we talk about AI features to enterprise customers and developers and how we support customers before, during, and after adoption of AI features.

- Established AI and agent writing guidelines, turning ambiguous, fast-changing product decisions into practical guidance for 90+ technical writers to ensure customers have the consistent information they need to adopt or create agents.
- Identified and inventoried AI-related content across the company, aligning efforts to reduce duplicative (sometimes contradicting) narratives and providing customers with a central entry point for AI-related information.

Team Lead, Technical Writer at Workday

2018 - 2020

- Supported my peer technical writers by holding weekly 1:1 meetings to review their content and copy, provide feedback and support.
- Continued to support 13 global product team documentation needs in functional areas such media, collaboration tools, and people experience.
- Championed better product experiences by collaborating with UX Design when projects weren't meeting our bar for quality and exceptional user experience.

Sr. Associate Technical Writer at Workday

2017 - 2018

- Supported customer-facing documentation efforts (Administrator Guides, Release Notes, user interface copy) for 7 development teams by leveraging resources such as Jira, scrum ceremonies, cross-team collaboration, and independent product testing.

Education

BA — Technical & Professional Writing

San Francisco State University

Tools, Skills, & Methodologies

- *AI tools*: Cursor, Gemini, Sana, Claude, Gemini Notebook, ChatGPT
- *Authoring and publishing tools*: Adobe Experience Manager (Guides and Sites), Oxygen XML editor, Ixiasoft, GitHub, Gitbook, Heretto
- *Project management tools*: Jira, Confluence, Miro, Asana
- *Skills*: Content development, product/UX copy, voice and tone systems, stakeholder management and collaboration
- *Methodologies*: DITA, Agile Software Development

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