MARY VUONG

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EDUCATION

University of Rochester *Sept 2018 - May 2022*
B.A. Computer Science - B.A. English GPA: 3.61

EXPERIENCE

Bluestone Analytics, a CACI company August 2022 - Current
Technical Writer T2
- Standardized the writing and branding best practices for external and internal documentation.
- Researched, tested, and performed cost-benefit analysis on different documentation software to discover the best solution that met the security and feature demands for the team, launching a successful migration.
- Collaborated with software engineers and system architects to write documentation for client projects and internal tools, providing a clear and concise description on the use cases for technical and non-technical customers.
- Developed tools that ingested project permissions and requirements to auto-generate explanations, decreasing writing time by two working days for each project.
- Introduced user-based quality assurance testing to identify bugs outside of existing test cases, reducing bugs pushed into production versions and decreasing the time between submission and acceptance by 10%.

Miscreants June 2019 - August 2022
Technical Content Writer
- Wrote technical blog posts for clients alongside subject-matter experts, providing an in-depth view on various security concepts while marketing readers to use the clients' tools and offerings.
- Planned and created social media content for various clients, increasing their follower interaction rate and online presence.
- Collaborated with the artist and the CEO to generate a comic script and wrote the alt text for an ongoing client project, increasing the accessibility and improving the SEO of the comics.
- Wrote the narrative scripts for the Security Sandbox Podcast to increase listener retention, reducing the audio length by 25% and bringing the podcast to the Top 100 in technology.
- Wrote show notes that included timestamps and edited the Small Efforts Collaborative Podcast with Krit, improving listener retention.

ScienceLogic June 2021 - August 2021
Technical Writer Intern
- Edited, updated, and published over 200 release notes and manuals using the Chicago Manual of Style.
- Initiated a campaign to improve the site's SEO by referencing Google Analytics and Google's SEO Guide and determining the site's current state.
- Picked up a backlog task to increase the documentation websites' responsiveness and modernize them while minifying the code, increasing the average session duration of mobile users by 60%.
- Implemented a persistent dark mode toggle to increase the user experience by reducing user eye strain and increasing accessibility.

Cloud Security Labs October 2020 - April 2021
Frontend Web Developer & Technical Writer
- Developed an open-source security documentation platform using Jekyll and reworked the WordPress website, increasing the clientele and user engagement.
- Created a cost calculator using JavaScript to provide more accurate planning for article readers and increase readers' trust in the company.
- Wrote engagement content and documentation to offer a comprehensive overview of the company's services, increasing clientele retention and conversion rate.
- Edited, wrote show notes, and transcribed for the podcast, increasing accessibility and improving SEO.

SKILLS

Tools	Confluence, Git, Google Analytics, G Suite, Jira (Agile), LaTeX, Madcap Flare, Markdown, Microsoft Office, SEO, SVN
Development	CSS, HTML, Java, JavaScript, PHP, Python, Swift, XML