Hazel J. Virdó

CONTACT

💬 she/her

✉ resume@virdo.name

🖱 https://hazel.virdo.name

☎ Request via email

📍 Pittsburgh, Pennsylvania

EDUCATION

Carnegie Mellon University
B.S. in Computer Science
2013

B.A. in Philosophy
2013

Ethel Glass Scholarship
2012 - 2013

University Disciplinary Committee
Undergraduate Computer Science department representative, by nomination

Academic Review Board
Student board member
Title IX training

SKILLS

- Written and verbal communication

- Empathetic teaching & enthusiastic learning

- Broad knowledge of Linux system administration, open-source software, public cloud infrastructure, and IaaS/SaaS/PaaS/*aaS

- Software & languages: Git, Hugo, Python, Java, Bash

EXPERIENCE

DigitalOcean

Senior Technical Writer II, Product — Oct 2020 - Present
Senior Technical Writer I, Product — Apr 2018 - Oct 2020

- Built `https://do.co/docs` with two people in two months
- Led content creation and information architecture for the product documentation website launch
- Designed and built underlying infrastructure for our modern docs stack (source control, CI/CD, automation, Hugo magic, and more)
- There's a lot more to say but I haven't updated this résumé in years. Sorry!

Senior Technical Editor, Community — Oct 2016 - Apr 2018
Technical Editor, Community — Jan 2015 - Oct 2016

- Published over 150 sysadmin and DevOps tutorials about open-source technologies, working in all editorial capacities
- Coached internal and external SMEs in technical writing, establishing multi-year professional relationships with volunteer community authors
- Defined house style by writing the DigitalOcean Technical Writing Guidelines and contributing to Technical Recommendations
- Planned and launched the Write for DO authorship program in 2017

The Efficiency Network

Software Engineer — Jul 2013 - Jun 2014

- Enabled key business deliverables by developing an automated energy engineering service with a RESTful JSON API and detailed documentation
- Built an OLA-compliant internal platform by leading a database redesign and software stack change from conception to successful migration

Google

Site Reliability Software Engineering Intern — Summer 2012

- Implemented a management system for internal Google Shopping data
- Accepted nomination to write for the Diary of a Summer Intern blog series

Carnegie Mellon University

Head Teaching Assistant, 15-121 Introduction to Data Structures in Java — 2010 - 2013, 6 semesters

- Built fundamental course infrastructure, including reference homework solutions, grading scripts and rubrics, and a code style guide
- Improved course effectiveness with new assignments & exam questions
- Increased course staff efficiency by mentoring new TAs
- Designed and taught weekly hour-long recitations, earning high (4.7+/5.0) scores in student evaluations across all semesters

Web Content Editor & Manager, Robotics Institute — May 2010 - May 2012
Teaching Assistant, Digital Forensics, Summer Academy of Mathematics and Science (SAMS) — Summer 2011

InstaEDU

Private Online Tutor — May 2013 - Jan 2015

- Received 100% positive feedback from all students tutored