

HAZEL VIRDÓ

Email me for a version with my contact information. resume@virdo.name

EXPERIENCE

DigitalOcean

Senior Technical Writer, Product, Apr 2018 - present

- Led content creation and information architecture for the Hugo-based DigitalOcean Product Documentation website launch, and contributed to infrastructure design decisions and implementation

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 (technical, developmental, structural, stylistic/line, copy)
- Coached internal and external SMEs in technical writing, establishing multi-year professional relationships with volunteer community authors and enabling several to change careers
- Established house style by writing the Writing Guidelines and contributing to Technical Recommendations
- Led the planning and execution of the Write for DigitalOcean community authorship program launch in 2017

The Efficiency Network

Software Engineer, Jul 2013 - Jun 2014

- Enabled key business deliverables by developing an automated energy engineering service exposed with a RESTful JSON API and detailed documentation
- Built an OLA-compliant internal platform by assisting in an infrastructure rebuild and major software stack change as well as leading the database redesign project from conception to successful migration

Google

Site Reliability Software Engineering Intern, Summer 2012

- Implemented a system to collect, manage, and display internal Google Shopping-specific data
- Accepted nomination to write for the Diary of a Summer Intern 2012 blog series

Carnegie Mellon University

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

- Increased course staff efficiency by onboarding and coaching new TAs as well as building fundamental course infrastructure, including reference homework solutions, style guides, grading scripts, and rubrics
- Applied pedagogical research to improve course effectiveness by creating new assignments and exam questions
- Planned and taught weekly hour-long recitations, earning high (4.7+/5.0) scores in all student evaluations

Robotics Institute (RI) Web Content Editor and Manager, May 2010 - May 2012

Digital Forensics Teaching Assistant, Summer Academy for Mathematics and Science, Summer 2011

InstaEDU

Private online tutor, May 2013 - Jan 2015

- Led one-on-one tutoring sessions in Computer Science, Philosophy, and English/Writing with a 100% rating

EDUCATION

Carnegie Mellon University

Bachelor of Science in Computer Science, 2013

- Received the Ethel Glass Scholarship (2012 - 2013)
- Accepted nomination as the University Disciplinary Committee undergraduate Computer Science Department representative and an Academic Review Board member (2011 - 2013), including Title IX training

Bachelor of Arts in Philosophy, 2013

- Independent study in Philosophy of AI

SKILLS AND ATTRIBUTES

- Excellent written and verbal communication skills, strong teaching abilities, and a strong love of teaching.
- broad knowledge of linux system administration, open-source software, and public cloud infrastructure/iaas.
- Languages: Python, Java, Bash, and familiarity with many others.