

# HAZEL VIRDÓ

Email me for a version with my contact information. [resume@virdo.name](mailto:resume@virdo.name)

## EXPERIENCE

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### DigitalOcean

*Senior Technical Writer, Product*, Apr 2018 - present

*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, both by writing and by working in all editorial capacities (technical, developmental, structural, stylistic/line, copy)
- Coached internal and external SMEs in technical writing, enabling several to change careers and establishing multi-year professional relationships with volunteer community authors
- Established house style by writing the DigitalOcean Writing Guidelines as well as contributing to and fully editing DigitalOcean's Technical Recommendations and Best Practices, which also serve as external references
- Led the planning and execution of the Write for DigitalOcean community authorship program launch in 2017

### The Efficiency Network (TEN)

*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

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

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

- Independently managed all RI site content and conducted SME interviews to write project summaries

### 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

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### 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 Science in Philosophy*, 2013

- Independent study in Philosophy of AI

## SKILLS AND ATTRIBUTES

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- 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, plus familiarity with many others.