

OLIVIA KELLY

DATA ANALYST & TECHNICAL COMMUNICATOR

503-724-1160 ●
oliviakelly.io ●
olivia@oliviakelly.io ●
Portland, OR ●

EDUCATION

2004 - 2006
PORTLAND STATE UNIVERSITY
Master of Arts in Technical
Communication

2000 - 2003
SONOMA STATE UNIVERSITY
Bachelor of Arts in English

SKILLS

ADOBE CC - 65%

MICROSOFT OFFICE - 80%

PROJECT MANAGEMENT - 75%

TRAINING & SUPPORT - 80%

PROFESSIONAL PROFILE

I am a technical writer specializing in DITA XML environments and analytics. My strengths include topic-oriented writing and information typing. I have a proven record of coordinating with others to define, document, and roll out processes and procedures. I've supported a content team in all facets of development and I'm excited to take the lessons learned and apply them at a new company.

EXPERIENCE

2018 - 2019

MCAFEE - INFO DEVELOPMENT DATA ANALYST

Gathered requirements, identified metrics, designed and published Power BI dashboard collection to aid in business-making decisions for technical publications group.

- Manipulated data from Google & Adobe Analytics, Outlook, SharePoint lists, MozPro, etc.
- Conducted weekly, monthly, quarterly reviews of dashboards with managers and stakeholders.

2013 - 2018

MCAFEE / INTEL - CONTENT MANAGER & PUBS SPECIALIST

Embedded in Content Solutions group, responsible for governance of tool stack, information architecture, writer training, change management, and more.

- Expert CMS admin responsible for training & supporting writers, including project setup and ongoing troubleshooting.
- Technical support for program, including POC testing, pre- and post-upgrade testing, Jira bug tracking.
- Designed and documented internal processes and procedures relating to workflows, information architecture, and content strategy and ensured compliance through regular audits.

2010 - 2012

RH + M3 - PROJECT MANAGER

Managed variety of marketing projects for a group within Intel.

- Managed Drupal content site, including implementing SEO for all articles.
- Interfaced with creative agencies and print advertisers to align stakeholders and ensure deadlines met.