ALLISSA BALINT

Denver, CO

SKILLS

UX, Content Architecture, HTML, CSS, Javascript, Python, C++, Java, Android Development, REST, GraphQL, Node.js, EJS, Bootstrap, git, JSON, Adobe RoboHelp, MadCap Flare, Paligo, Knowledge Owl, Docs as Code, Jira, Azure, Agile, Confluence, Microsoft Word.

EDUCATION

BA Computer Science
CU Denver
June 2021 to May 2024

MFA Creative Writing
Regis University
August 2017 to May 2019

BFA in Creative Writing
Arkansas Tech University
August 2010 to May 2014

BA in Speech – Theater
Arkansas Tech University
August 2010 to May 2014

EXPERIENCE

URDB Database Intern
NREL
April 2024 to Current

- Research electric tariff policies and rates
- Update API documentation for communicating with the utility rate database
- Update tariff and cost data for utility rates

Technical Writer, Developer Relations
Google
July 2022 to March 2023

- Completed GTI training
- Wrote and maintained documentation for Business Messages and RCS Business Messaging

- Created a plan, presented it, and received buy in from cross-functional teams for a large-scale change to information architecture and site navigation. This included a Google Slides presentation and a live demo.
- Made backend changes to the documentation site to increase efficiency and improve the code base
- Created new feature documentation using a standard doc plan, doc review, and doc evaluation
- Gave an internal presentation summarizing DevRel's yearly consumer findings
- Participated in DevRel external office hour presentations
- Participated in DevRel internal office hours
- Attended Burning Pen 2022
- Created a plan, presented it, and received buy in from cross-functional teams for new documentation describing error codes
- Created a conversational to-do application with an agent that used GCP, DataStore, AppEngine, and Business Messages. I used Python to write the application and had the help of a developer on the team.
- Wrote a full script for an educational video that utilized the conversational to-do application.
- Planned and implemented the deprecation of two products

Technical Writer
Amazon via Aston Carter
April 2022 to June 2022

- Wrote and maintained documentation for a web-based, internal product
- Collaborated cross-functionally on documentation with UX, support, and other teams

Technical Writer
Wowza Media Systems
February 2021 to April 2022

- Wrote and maintained documentation for hardware, software, and web-based products
- Created web page elements using jQuery and JavaScript via Knowledge Owl "snippets" functionality
- Communicated with technical writing team, product managers, and developers to create concise and consistent documentation
- Created and maintained GraphQl and Rest API documentation
- Used graphDocs to update GraphQl reference documentation
- Collaborated with team members to create company documentation standards, including IA guidelines
- Migrated HTML files from the Knowledge Owl knowledgebase into Redocly using Regex to translate the HTML files to YAML.
- Assisted with UX design using WalkMe/JQuery
- Edited internationalized files for an in-program pane

Lead Technical Writer/Web Developer
M.E.P. CAD
February 2018 to February 2021

- Worked with four project managers and one team member to write and maintain documentation that included release notes, full reference documentation through a custom online interface, and training for AutoSPRINK, AlarmCAD, AutoSPRINK RVT, AutoSPRINK FAB, and AlarmCAD for AutoCAD
- Led development of a new, custom system for single sourcing that used the concepts of DITA and tied into two news apps and an in-program news pane
- Developed two news apps: AutoSPRINK News and AutoSPRINK RVT News. These apps were developed for Apple through XCode (Swift) and Android through Android Studio (Java) and are available on the App Store/Play Store
- Developed in-program Windows 7 compatible news pane using Bootstrap that appeared in two C++ programs through a webview
- Migrated two full (1000+ article) help libraries from Abode Robohelp to a custom web CMS by translating files from HTML to JSON using RegEx
- Maintained social media presence on Facebook and Linkedin, including using Canva to create event flyers, and organizing social media campaigns
- Helped maintain product websites using NodeJS, Sass, and JSON

Transcription Editor
3Play Media
April 2017 to April 2018

- Created closed captions for audio and video files
- Clean read and verbatim editing that followed strictly enforced guidelines administered by MIT

Guest Teacher
Denver Public Schools
April 2016 to October 2017

- Filled in for absent teachers, grades K-12

Substitute Teacher
Subteach USA
Nov. 2014-Feb. 2015

- Filled in for absent teachers, grades K-12

Nebo Editor
Arkansas Tech University
Fall 2013

- Drafted an issue of Nebo for publication by managing Nebo Staff, corresponding with contributors, proofing, formatting, and taking the issue for publication.