

# Angela Smith

Briones, California

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## SUMMARY

Experienced documentation engineer, programmer, and infrastructure designer with over 18 years of professional experience. Proven ability to design, implement, and document large-scale projects. Expert in content writing, user guides, software documentation, and data analysis.

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## EXPERIENCE

### Head of Data & Analytics

#### Amaze Software

June 2023 - Present, US, CA, Costa Mesa

- Led data and analytics team in fostering community engagement initiatives to drive user involvement.
- Consolidated and optimized existing data and reporting structure to lower overall costs by over 50%.
- Led team in identifying and architecting solid, actionable datasets, increasing data reliability by over 60%.
- Drafted solid user documentation to accompany existing datasets and reports and recommended improved information management strategies.
- Applied Visual Design principles to enhance data visualization and report presentation in the analytics department.
- Actively applied Engineering background with Data Analysis to identify and support fraud mitigation.

### Head of DevOps and Information Systems

#### Amaze Software

May 2019 - June 2023, US, CA, San Francisco

- Managed and upgraded the company's IT infrastructure as part of Infrastructure Management responsibilities, leading to improved company-wide efficiency and cost savings of up to 40%.
- Enhanced customers' user experience by writing and editing Knowledge Base articles and generating comprehensive release notes.
- Spearheaded sproject that combined multiple documentation strategies aimed at generating internal support and software documentation improving overall practices and increasing content by 80%.
- Wrote and maintained technical onboarding documentation that enabled new engineers to be up and running within 4 hours.
- Tested troubleshooting methods and documented resolutions for inclusion in the knowledge base for support team use including documenting APIs, and installation guides.
- Acted as release manager overseeing application deployment for mono-repo on a self-hosted GitLab Server.

### Program Planning Analyst

#### Maxar Technology

January 2015 - April 2019, US, CA, Palo Alto

- Collaborated with colleagues across multiple development and engineering teams on various RF software projects.
- Technically maintained and used an internal documentation tool to generate requirement documents.
- Collaborated closely with drafters to author scripts, enabling drawing automation, increasing productivity by 30%, and mitigating chances for human error in intricate drawings.
- Designed scripts that leveraged the metadata content of drawings, working collaboratively with engineers and program analysts.

### Sr Software Engineer

#### Space Systems/Loral

January 2008 - January 2015, US, CA, Palo Alto

- Authored, edited, and maintained technical documentation of various software applications, policies, and procedures required for ISO 9001 certification.
- Designed and authored training presentations and user manuals for supported systems.
- Python software developer for in-house designed CAD authoring tool for developing metadata-rich satellite payload drawings that increased drawing accuracy and raised productivity by at least 40%.
- Leveraged a strong sense of curiosity to find innovative software technologies and web-based tools beyond the standard scope to meet specific user needs.

### Web Programmer and Database Designer

#### The Alexandria Archive Institute

January 2006 - December 2007, US, CA, San Francisco

- Created a heavily customized online forum for the 2006 ICAZ conference, including implementing a custom online payment system.
- Discussed site and app requirements with clients to produce actionable development plans.
- Edited and crafted additional web content for the ICAZ BoneCommons Conference.

### Senior Technical Writer

Space Systems/Loral

2002 - 2005, US, CA, Palo Alto

- Experience creating and managing technical documentation, including templates, manuals, and training materials for the Information Systems Department.
- Implemented a new online documentation system to ensure accuracy in all documentation for field technicians.
- Managed the entire process lifecycle of new software, including compliance testing, creation of installation instructions, and troubleshooting runbooks.
- Developed comprehensive technical manuals and documentation for over 15 software products, which led to a 20% decrease in the onboarding process of new technicians and a 30% improvement in issue resolution efficiency.

### Technical Writer

Space Systems/Loral

1999 - 2002, US, CA, Palo Alto

- Edited and compiled highly technical Satellite and Ground Station Documentation, including Design Specifications, User Manuals, and Customer Requested compliance documentation.
- Ensured all publications adhered to department and company standards and met customer contract requirements.
- Acquired subject knowledge through interviews, observation, and reference to technical specifications, and engineering diagrams.
- Prepared illustrative materials, including drawings, sketches, diagrams, and charts.
- Oversaw the entire lifecycle of the documents, including fact-checking, gathering input from engineers, overall editing, and incorporating redlines while maintaining clear version control.
- Developed and maintained accurate documentation in compliance with ISO .

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## EDUCATION

### University of California, Berkeley

US, California, Berkeley

- Graduated with Honors and Distinction
- Honors Thesis: Poisoning Our Past - The Repatriation of Contaminated Artifacts

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## PUBLICATIONS

### Digitizing Distinction: The Creation of a Ceramic Pattern Database

Society for Historical Archaeology Annual Conference • December 2005 - December 2005

- Presented co-authored paper and web-based presentation at the annual global conference in York, UK.

### University of California Berkeley, Campus Conservatory: Summer 2003.

#### Contributing Writer

UC Regents Final Report [December 2003] • July 2003 - July 2003

- Collaborated on the analysis of materials collected from the Summer 2003 excavation and historical research, compiled information included in the final report.

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## SKILLS

Leadership, Cross-Functional, AWS Cloud Infrastructure, Google Cloud Platform, Postgres, Confluence, Jira, Enthusiasm, Sympathetic, Influence, MySQL, WordPress, Technical Research, Creative Cloud, Analytical and Critical Thinking, Python, Perl, PHP, Jython, Gitlab, CI/CD, Linux, Tableau, Snowflake, API Documentation, Written Communication, Discipline, Confluence, Jira, Enthusiasm, Sympathetic, Influence, Software Development