

**Experience**

**MIT Probabilistic Computing Project** *Program Manager*  
Cambridge, MA. **November 2015 – December 2016**

Made product decisions for Venture, a probabilistic programming language, and BayesDB, a platform for probabilistic data analysis. Supported both research and engineering in probabilistic computing. Composed and delivered reports on project status to fulfill grant and contract obligations. Worked with PI, outside collaborators, and graduate students to write and submit grant proposals. Assisted in production and submission of academic papers.

**Finch Computing** *Product Manager (remote)*  
San Francisco, CA. **January 2015 – November 2015**

Product Owner for both an established product inherited from Qbase, MetaCarta GeoTagger, and a new product in development. Defined requirements and planned releases, including collecting customer feedback. Participated in Agile Scrum processes. Assisted with customer support for the MetaCarta GeoTagger product while providing peer training.

**Lanyard Studios** *Consultant (remote)*  
San Francisco, CA. **September 2014 – February 2015**

Founded a small consulting firm with two other people and worked on CoffeeScript and Ruby web development, particularly using the Meteor and Sinatra frameworks.

**Qbase (formerly MetaCarta)** *Support Manager (remote)*  
Springfield, OH. **April 2010 – September 2014**

Managed transition of customer support activities after acquisitions by Nokia and Qbase. Provided support to both customers and field personnel via phone and email. Took over Customer Support department and improved case triage and request handling procedures. Participated in product design and development decisions, acting as voice of the customer. Ran and improved test infrastructure for multiple software products.

**MIT** *Instructor*  
Cambridge, MA. **February 2009 – May 2009**

Designed and taught a literature seminar called “Passing: Flexibility in Race and Gender.” Provided an introduction to queer, gender, and critical race theories to engineering students.

**MetaCarta** *Technical Lead*  
Cambridge, MA. **February 2005 – April 2010**

Migrated all product manuals from a combination of MS Word, LyX, and FrameMaker to a custom-designed L<sup>A</sup>T<sub>E</sub>X template. Produced both end-user documentation and integrator documentation for JSON and SOAP APIs. Streamlined electronic document production process. Designed and presented training to field personnel. Brought on and trained a new hire.

**Petta Technology Inc.** *Consultant*  
Pasadena, CA. **August 2004 – February 2005**

Built a Kerberos-based single sign-on system for a medical data customer. Produced sales documents, project plans, and technical specifications for diverse projects. Assembled an operations manual for developers working on a web-based disease management application.

**Education**

University of Massachusetts Boston, Boston, MA.  
Master of Arts in English, 2010.

Massachusetts Institute of Technology, Cambridge, MA.  
Bachelor of Science in Writing and Humanistic Studies, 2004.