

Education

Ed.M., Learning Design Innovation Technology (LDIT)
Graduate Certificate, Learning Design and Technology
B.S. Economics & B.A. English, gender studies emphasis

Harvard Graduate School of Education, 2025
Harvard Extension School, 2024
Santa Clara University, 2017

Experience

User Education Manager

Everlaw, Inc. | Oakland, CA | Aug 2019 - July 2024

Formerly: Customer Support Specialist I & II, Training Specialist I & II, Senior Training Specialist

- Developed and implemented comprehensive learning programs, including both instructor-led and asynchronous content, resulting in enhanced client engagement and content interaction.
- Regularly conducted client needs assessments to continually refine and optimize training strategies and content, thereby demonstrating a commitment to continuous improvement.
- Led large-scale internal projects, integrating new systems and technologies, often working with cross-functional teams to foster effective implementation and user adoption.
- Provided mentorship and leadership within the User Education team, fostering professional development for junior colleagues and contributing to the creation and execution of exceptional training experiences for a diverse client base.

Editor and Writer

Meter | Palo Alto, CA | August 2018 - August 2019

- Edited external-facing documents, ensuring clarity, accuracy, and engagement for investors and clients of Meter, a cryptocurrency startup.
- Co-wrote and edited the first whitepaper, synthesizing insights into a comprehensive and accessible document, demonstrating skills in technical writing and content design.
- Interviewed SMEs, edited and published insightful articles, contributing thought leadership in the field of cryptocurrency.

Academic Tutor

AJ Tutoring | Los Altos, CA | December 2018 - August 2019

- Designed and implemented tailored lesson plans for K-8 students in Math, Science and English/Writing, leading to measurable improvements in academic performance.
- Prepared students for High School Entrance Exams (ISEE, HSPT, SSAT), adapting teaching methods to meet individual student needs, capabilities, and time constraints.
- Effectively supported students with learning differences, employing specialized strategies to facilitate their success in detail-oriented and academically-challenging settings.

Skills & Honors

- Jean Donovan Fellowship for Social Justice at the Ignatian Center of Santa Clara University, placement in Bangalore, India Summer 2015
- Senior Leadership Academy Member at the Leavey School of Business of Santa Clara University
- Sigma Tau Delta English Honor Society Member
- Fluent in advanced editing and prototyping software (Camtasia, Adobe Premiere, Adobe Audition, Figma)