

ZACHARY R. JACOBSON

SKILLS

Expert in Excel and Google Sheets. Strong skills with the entire Google and Microsoft suites. Multiple years of experience writing SQL in MySQL and PostgreSQL. Experience with multiple ATS systems. Familiar with HRIS systems. Strong writing and editing skills.

EXPERIENCE

ChildPlus Software, Denver, CO – *Technical Writer*

OCTOBER 2022 – PRESENT

- Developed new page designs and formatted over 150 individual documents for the large yearly conference (Scramble!!) using MadCap Flare.
- Partnered with a senior technical writer and product team members to understand coming changes to the software and plan for updating existing documentation and creating new documentation for the new software version release.
- Improved existing documentation by doing extensive hands-on reviews of user guides and help documentation.
- Indexed keywords from over 80 pages of content to allow easy searching within the project, and ensure consistent usage of key terms.

Stairwell, Denver, CO – *Recruiter*

JANUARY 2022 – JUNE 2022

- Partnered with engineers, managers, and sales leads to learn about the technology and products created by Stairwell to be able pitch the company to potential candidates and answer questions during the interview process.
- Created an in-depth interview script to hone the pitch and have enough information easily available to answer many initial questions candidates had about the company and our technology.
- Updated and redesigned the Talent Team slides that are part of the quarterly updates which go out to board members.

QOMPLX, Denver, CO – *Technical Content Developer*

FEBRUARY 2021 – NOVEMBER 2021

- Created an internal Style Guide to unite the marketing, communications, and sales teams on voice, style, and proper usage of technical terms.
- Worked with engineering teams to implement Pendo, allowing the content development team to guide users through products within the product's own UI.
- Partnered with other content developers to completely overhaul the onboarding and training process for new hires working within the learning management system Bridge.

- Documented all new releases highlighting feature breakdowns, new or updated workflows, and adding in screenshots for additional context.
- Worked closely with product managers and developers to understand their products, and how they're used by customers, to develop comprehensive and easy to understand documentation.

Healthgrades, Denver, CO – Data Engineer/Data Analyst

AUGUST 2017 – FEBRUARY 2021

- Produced monthly PowerPoint presentations on the Patient Direct Connect program to update clients on their progress.
- Combined proprietary data and Epsilon profiling data to deliver patient demographic profiles across 8 regions to help advise clients on potential market expansion and service line focus.
- Developed ad-hoc SQL queries by collaborating with clients on their unique reporting needs.
- Rolled out and maintained over 50 Birst dashboards to track progress for Patient Direct Connect clients.
- Monitored and maintained AWS servers that host Birst Live Connect services, keeping Birst dashboards up and running.
- Trained team of 6 in India to take over creation and maintenance of Birst dashboards and underlying systems, including comprehensive documentation of every process involved with the troubleshooting and regular maintenance tasks.

Google, Boulder, CO – Staffing Researcher

APRIL 2010 – AUGUST 2017

- Partnered with the Industry Programs team to generate invitee lists for Google I/O. Optimized process by using SQL resulting in the overall project being 59% more efficient (265 vs. 640 hrs.), 4x faster (2 weeks vs. 2 months), and generated a higher volume (5K vs. 2K) of invitees than past versions.
- Migrated tens of thousands of lines of data from Google Spreadsheets and an old internal data storage system into a new tool using SQL, making data easily queryable, with zero interruption in service.
- Built a suite of dashboards to track individual sourcer performance using SQL and other internal reporting tools to give staffing leadership a single place to go to get the relevant stats for managing their teams.
- Facilitated new hire Google Spreadsheets training with an overall approval rating of 4.62/5 stars.
- Lead a project team from multidisciplinary roles in staffing org. to create a new framework for structuring candidate outreach, resulting in over 80 offer accepts in the following 2 quarters.

EDUCATION

University of Northern Colorado, Greeley, CO – Journalism

Earned a degree in Journalism and Mass Communications with a minor in Anthropology.