

## JACQUELINE A. GORDON

<https://jacquelinegordonportfolio.com> 916-740-9080

### **EDUCATION**

#### **University of California, Davis – Graduated with Highest Honors, 2019**

Graduated with B.A. in English with a minor in Education. Awarded James and Leta Fulmor scholarship for academic excellence. Awarded First Place for the UC Davis English Department Essay Prize.

### **BUSINESS AND PROFESSIONAL EXPERIENCE**

#### **Centene Corp. – Seattle, WA**

**August 2022 to Present**

#### **Senior UX Content Developer / UX Researcher**

Write and manage content for desktop and mobile sites. Create style guides to drive brand consistency and state compliance, including accessibility requirements. Integrate style guides into Figma for quick content automation to benefit writers and designers.

#### **Dancing Zebra Safari Co. – Granite Bay, CA**

**June 2016 to August 2022**

#### **Web Designer/Content Developer**

Designed company website (<https://www.dancingzebrasafari.com>) for desktop and mobile versions. Write and manage all content for the website, including copy, marketing material, and blog posts. Create eye-catching travel itineraries and follow up with client leads, employing marketing methodologies.

#### **Gainwell Technologies – West Sacramento, CA**

**April 2020 to May 2022**

#### **Publications Analyst/Technical Writer**

Oversee planning, writing, and editing the user-focused Medi-Cal Provider Manual, collaborating with SMEs at the Department of Health Care Services to digest and clarify complex Medi-Cal policy for Medi-Cal's 130,000+ providers and demonstrating excellent communication, collaboration, time management, and organizational skills. Give and receive editorial feedback as a member of the Quality assurance team. Promote customer success through accurate and ADA accessible documentation. Balance multiple projects with varying deadlines, delivering manual updates based on fast-paced Agile schedule.

#### **PowerSchool – Folsom, CA**

**March 2017 to February 2020**

#### **Technical Writer/Trainer**

Onboarded team of remote employees in Bengaluru, India, coordinating trainings (synchronous and asynchronous), cultivating cross-cultural partnerships, and assessing progress. Wrote and edited concise, user-focused content for PowerSchool KCS documentation, supporting the 13,000+ school districts and 90+ countries that use the PowerSchool SaaS. Adhered to tight deadlines of monthly software releases. Collaborated with software developers, project managers, and other stakeholders.

#### **Proposal Writing Assistant**

Interpreted Requests for Proposal (RFPs) to design clean templates and write enticing cover letters.

#### **Davis High School – Davis, CA**

**September 2018 to December 2018**

#### **Assistant Teacher**

Waited tables at high-end senior care facility, building relationships with residents and accommodating dietary needs. Trained employees and maintained an atmosphere of hospitality and service.

### **SKILLS AND EXPERIENCE**

Agile methodology, Figma, WebEx, Slack, Google Suite, Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Teams), Mac Suite, JIRA, Confluence, ServiceNow, Adobe Suite (Acrobat Pro, PhotoShop, InDesign, DreamWeaver), Chicago and APA style, working with style guides, video production, quality assurance, social media outreach, presentations, training, research.