

Rax (Rachel) E. Dillon

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Experience

Qbase LLC (formerly MetaCarta, Inc.)

Support Manager

previously Technical Lead

February 2005 – present

Springfield, OH (remote).

Migrated all product documentation from a combination of MS Word, LyX, and FrameMaker to a custom-designed L^AT_EX template. Produces documentation for both end-users and integrators of multiple geographic text search products, including SOAP, JSON, and MetaCarta's custom APIs. Streamlined electronic documentat^on production process. Designed and presented training to field personnel. Brought on and trained a new hire in the Documentation department. Took over Customer Support department after personnel reduction and improved case triage and request handling procedures. Provides support to both customers and field personnel via phone and email. Managed transition of customer support activities after acquisitions by Nokia and Qbase. Runs and improves test infrastructure for software product.

Indiana University

Assistant Instructor

Bloomington, IN.

September 2010 – May 2011

Assisted lecturer of class on gender and popular culture by grading, tutoring students during office hours, and periodically giving lectures.

MIT

Instructor

Cambridge, MA.

February 2009 – May 2009

Taught a literature seminar called “Passing: Flexibility in Race and Gender,” using American literature as a lens through which to examine different passing tropes. Provided an introduction to queer, gender, and critical race theories to engineering students.

Onyx Neon Press

Consultant

Cambridge, MA.

January 2007 – May 2007

Built a L^AT_EX template to customer's specifications for a novel, and prepared it for print. Customer later used the template, with small modifications, to produce a technical book.

Petta Technology Inc.

Sales Engineer/Open Source Developer

Pasadena, CA.

August 2004 – February 2005

Participated in sales causing company to grow over 300% in 2004, including work with both small businesses and Fortune 500 companies. Built a Kerberos-based single sign-on system for a medical data customer. Moved the company from MS Office for proposals and presentations to a system using L^AT_EX templates. Produced sales documents, project plans, and technical specifications for diverse projects on tight schedules. Collected information for and then assembled an operations manual for system administrators and developers working on a web-based disease management application.

Computer Skills

Programming Languages: Python, Perl, shell scripts; syntax experience with C, Ruby, JavaScript

Tools: L^AT_EX, Make, SVN, git, AFS, NFS, Kerberos, Apache, BIND, Jira

Other Activities

System Administrator, <http://crawl.akrasiac.org>

Judge and Tournament Organizer, Pokemon Trading Card Game

Amateur DJ, <http://mixcloud.com/raxraxraxrax>

Education

Massachusetts Institute of Technology, Cambridge, MA.

Bachelor of Science in Writing and Humanistic Studies, June 2004

University of Massachusetts Boston, Boston, MA.

Master of Arts in English, June 2010