

TIM SHORES

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TECHNICAL EDUCATION CONTENT DEVELOPER

Results-oriented Technical Education Content Developer with extensive experience driving customer engagement and knowledge retention for leading cybersecurity platforms. Expertise in leading content strategy for complex products by synthesizing input from cross-functional engineering and product teams. Adept at leveraging data analytics and innovative AI concepts to transform technical documentation into personalized learning experiences.

Technical Writing | Information Architecture | API Documentation | SDK Documentation | DITA Authoring | XML Markup | Markdown Syntax | Content Modeling | Single Sourcing | Content Reuse Strategies | Localization Methodologies | Version Control Workflows | Web Accessibility Standards (WCAG) | SEO Content Optimization | Technical Editing

PROFESSIONAL EXPERIENCE

TECHNICAL EDUCATION CONTENT DEVELOPER | CISCO 05/2024 – PRESENT

- Delivered cohesive technical education strategies for Cisco Secure Access by spearheading content development across product, engineering, UX, and CX departments.

TECHNICAL COMMUNICATIONS SPECIALIST | CISCO 02/2022 – 05/2024

- Elevated the user experience for Cisco Duo security documentation by leveraging data-driven research to direct customer communications and content initiatives.

DIRECTOR OF DATA & DONOR EXPERIENCE | HOPE FOR HAITI 08/2019 – 02/2022

- Drove revenue growth and mission impact by managing data analytics, overseeing the grant pipeline, and streamlining donor services for a nonprofit dedicated to improving the quality of life for Haitian children.

PLATFORM ANALYST | VENTUREWELL 11/2016 – 08/2019

- Facilitated the cultivation of early-stage STEM ventures by leading the maintenance and optimization of the Salesforce platform infrastructure.

PORTFOLIO

NOT1MORE FOREST DEFENDER TECHNOLOGY

Shielded frontline forest defenders from violence and reprisals by developing environmental justice technology.

2025 PORTFOLIO OPERATIONS HACKATHON

Secured first place in the competition by engineering a winning AI proof of concept that personalized the technical documentation customer experience for Team UserLens.

THE LEVERETT COMPREHENSIVE PLAN

Guided years-long municipal planning strategies by implementing community-based participatory methods, public deliberation forums, and extensive surveys to shape the town's comprehensive plan.

LEVERETT REVENUE COMMITTEE FY21 YEAR-END REPORT

Clarified fiscal health and economic development factors by authoring the annual report to analyze tax rate growth, affordability metrics, and sustainable development progress.

LEVERETT ELDERS STUDIES NEEDS ASSESSMENT

Identified critical community assets and service gaps for the aging population through a community-based participatory needs assessment conducted in partnership with the Leverett Council on Aging.

WESTERN MA PER PUPIL EXPENDITURE REPORT

Informed regional budgeting decisions and equity analysis by examining per-pupil expenditure patterns as the Leverett representative on the Amherst-Pelham Regional School Committee.

EDUCATION

GRADUATE CERTIFICATE, DATA ANALYTICS AND COMPUTATIONAL SOCIAL SCIENCE (DACSS) | University of Massachusetts Amherst

BGS, LINGUISTICS, PHILOSOPHY, & PSYCHOLOGY | University of Michigan

AI FOUNDATIONS FOR BUSINESS PROFESSIONALS | Saïd Business School

PROJECT MANAGEMENT PROFESSIONAL CERTIFICATE (v2) | Google

SYSTEMS THINKING | Cornell University

COMMUNICATING FOR IMPACT | IDEO