

Terra Macdonald

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EXPERIENCE

BigCommerce

Austin, TX

Technical Writer - API Specialist

November 2021- May 2026

- Authored and maintained technical specifications and product documentation using MDX, YAML (Swagger), and JSON.
- Authored and maintained user documentation and curriculum in various formats across several systems.
- Served as subject-matter expert for technical features and connected systems.
- Maintained relationships with enterprise-level clients during the course of education services, including instruction and audits for eCommerce, SEO, and Conversion.
- Provided troubleshooting for code in HTML, YAML, PHP, JS, and Handlebars
- Provided troubleshooting for platform features and errors

St Edward's University

Austin, TX

Adjunct Lecturer

August 2017 - December 2021

- Provided instruction in mathematics at the undergraduate level.
- Developed curriculum for courses in undergraduate mathematics and strategies for supporting those courses.
- Used technology to enhance learning process.
- Prepared and followed lesson plans for engaging students in learning.

Spirit Halloween

San Marcos, TX

Shift Lead / Store Associate

August 2015 - November 2017

- Managed a team of 3 to 12 people daily.
- Performed cash handling duties as needed daily.
- Assisted store manager as necessary.
- Regularly maintained merchandising updates as provided by corporate.

Mount Enterprise High School

Mount Enterprise, TX

Teacher

August 2013 – May 2014

- Provided extracurricular education in coding using C++ and Java.
- Provided instruction to state standards in mathematics.
- Managed classes of up to 30 students from ages 12 to 19.
- Provided tutoring and advanced education opportunities to students.

US Army

Marshall, TX

Radio Operator

Dec 2004 – Dec 2010

- Managed battalion-level communications in deployment environments.
- Managed acquisitions for battalion-level communications operations.
- Operated military networking equipment, including radios, computer networks, and force deployment software.
- Performed standard maintenance for military networking equipment.
- Provided technical support for battalion-sized unit.

EDUCATION

Texas State University

San Marcos, Texas

MS in Mathematics

Graduated: May 2017

The University of Texas at Tyler

Tyler, TX

BS in Mathematics

Graduated: May 2013

Kilgore College

Kilgore, TX

AS in General Studies

Graduated: May 2011

ADDITIONAL

- **Professional Skills:** B2B Commerce and Education, Enterprise Business Support, Technology Stack Maintenance, Information and Resource Management, Technical Writing, SaaS Applications, Team Management, Project Management, Back-End Development, Front-End Design
- **Relevant Coursework:** Abstract Algebra, Computational Mathematics, Applied Statistics, Computer Science, Algorithm Design and Implementation
- **Non-Professional Experience:** Computer parts/service, Systems maintenance, Computer networking, Windows Technical Support, Linux System Administration
- **Programming Languages:** Basic/QuickBasic, C/C++/Objective C, Java, Maple, MATLAB, PostScript, Wolfram Language
- **Scripting Languages:** Bash, Javascript, Lua, Python, R, PHP
- **Other Languages:** HTML, LaTeX, SQL, CSS, YAML, MDX