

Kira DeVaul

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Logically minded, creative at heart • Content design and ops lead with 10 years experience in user education at global tech platforms • Seasoned in cross-functional teamwork to drive education initiatives in collaboration with product launches • Proven track record of utilizing data to improve user experiences and meet business goals.

RELEVANT EXPERIENCE

Google / YouTube

Apr. 2020–Feb. 2026 | Remote

Manager (Interim), Creator Education, YouTube

Oct. 2025–Feb. 2026

- **Scalable Systems & AI Transformation:** Architected an AI-driven redesign of internal knowledge base, building scalable intake and triage workflows to prepare for advanced AI-first user enablement.
- **Strategic Team Leadership & Change Management:** Managed team of 5, overseeing annual performance reviews and managing sensitive organizational transitions to maintain strong team culture and ensure 100% business continuity.

Vertical Strategy Lead, Creator Education, YouTube

Jan. 2023–Oct. 2025

- **Cross-Functional Program Governance:** Redesigned support comms and workflows for 12+ critical user journeys (e.g., monetization, account recovery), resulting in a 22% reduction in 1:1 support volume and a 15% increase in user satisfaction.
- **Global Regulatory Compliance:** Headed workstreams to ensure compliance with major EMEA and APAC regulations, designing end-to-end user assistance flows and authoring critical transparency documentation.

Senior Communications Strategist, YouTube

Oct. 2020–Jan. 2023

- **End-to-End Enablement Strategy:** Drove support content strategy for 150+ global product and policy launches, partnering with Marketing, Legal, Product teams to ensure educational assets met strict legal and readability standards.
- **Strategic Communication Planning:** Authored comprehensive Go-To-Market (GTM) plans and comms to streamline user messaging and reduce maintenance overhead.

Communications Strategist, YouTube

Apr. 2020–Oct. 2020

- **Multi-Channel Support Content Strategy:** Created content for the external YouTube Help Center (6B annual visits), internal Knowledge Bases, and 1:1 support responses, effectively simplifying complex information to meet global user needs.
- **Cross-Functional Collaboration & Analytics:** Partnered with product specialists and subject matter experts to analyze performance metrics and identify user pain points.

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Dec. 2015–Apr. 2020 | San Francisco, CA

Senior Content Review Coordinator

Oct. 2018–Apr. 2020

- **Educational Asset Development:** Designed and published style guides and user navigational paths to facilitate rapid discovery of content and fast user learning.
- **Training Delivery:** Developed instructional documentation and led quarterly group trainings for 50+ attendees regarding complex compliance and quality standards.

Content Review Coordinator

Dec. 2015–Oct. 2018

- **Team Enablement:** Hired and trained team of 30 contractors; facilitated fast and accurate review of 1.5M assets/wk to drive industry-leading time-to-market (TTM).
- **Cross-Functional Support:** Provided cross-functional technical support and authored Help Center articles to improve product adoption among contributors.

CORE COMPETENCIES

AI-Driven Process Optimization
Content Architecture and Strategy
Data-driven Decision Making
User Journey Mapping
Systems Thinking
Stakeholder Management
Project & Program Management
Interpersonal Communication

TECHNICAL SKILLS

Design & Project Management:

Figma, JIRA, Asana, Smartsheet, Lucidchart, Illustrator, Photoshop

Systems & Analytics:

Content Management Systems (CMS), Knowledge Management Systems (KMS), Google Analytics, Tableau, Salesforce, Excel, HTML

Communication:

Google Workspace, Zoom, Slack, Keynote

EDUCATION

University of Massachusetts

Amherst, MA

BA, Art History and Studio Art

Massachusetts College of Art

Boston, MA

INTERSHIPS

Cambridge Arts Council

Community Arts Intern (6 mos)

Cambridge, MA

Mount Holyoke College Art Museum

PR and Marketing Intern (1 year)

South Hadley, MA

INTERESTS

Behavioral science • Hiking
Gardening • Pottery
Yoga • Motor scooters
Podcasts • Kayaking

OTHER EXPERIENCE

Common Sense Media

Education Content Assistant

San Francisco, CA

2014–2015

- **Community Growth & Analytics:** Drove a 15% weekly traffic increase and 25% growth in user-generated content by leading a site-wide refresh and leveraging Google Analytics to optimize community engagement and content strategy.

Exploratorium

Executive Assistant

San Francisco, CA

2014

- **Operational Excellence & Process Standardization:** Instituted repeatable Salesforce procedures that streamlined communication between executives and global clients, while executing high-impact workshops for 100+ attendees.

Education Resource Strategies

Project Coordinator

Watertown, MA

2011–2013

- **Scalable Systems & Onboarding Architecture:** Conceived, architected, and co-led the organization's first comprehensive orientation program; implemented new operational systems that optimized collaboration and information accessibility.

Harvard University

Museum Store Supervisor, Harvard Museum of Natural History

Cambridge, MA

2011

- **Operations Leadership:** Managed \$500K in museum store operations and a team of 6; trained and enforced complex institutional policies and museum operations.

Mary Baker Eddy Library

Visitor Services Supervisor

Boston, MA

2009–2011

- **Team Coordination & Retail Operations:** Supervised 5-person team and managed museum store operations in addition to all visitor services duties listed below.

Visitor Services Associate

2008–2009

- **High-Volume Public Engagement:** Delivered 5+ daily educational tours to groups of up to 100 visitors while performing multi-role visitor services.

RECOGNITION

Google / YouTube

47 peer-nominated awards, including 19 "North Star awards" for going above and beyond in modeling cultural values. Themes include:

- **Leadership:** Willingness to step up and lead during crises, team gaps, and unexpected company changes.
- **Collaboration:** Ability to work effectively with a broad range of stakeholders, such as Legal, PR, Marketing, Product.
- **Mentorship:** Praise for consistently onboarding new team members and delivering "lightning talks" to share knowledge.
- **Dependability:** Ability to handle large workloads and "firefighting" situations with a calm approach and positive attitude.

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Oct. 2019: Employee of the Month at 1.2K-person company. Selected by VP Content for exceeding Q3'19 production goals.