

## Senior Technical Writer, Team Lead

Dynamic and highly-analytical professional with substantial experience developing, validating, and delivering highly technical, enterprise-level product documentation. Proven track record of documenting APIs and SDKs for developers, creating and delivering knowledge-rich workshops, and developing procedures/external release notes. Adept at writing easy-to-understand user interface text, online help, and developer guides as well as analyzing existing and potential content. Well-versed in managing and directing high-performance team of software writers to generate quality documents. Ability to create accurate and understandable system documentation, specifications, and requirements for complex processes and functions. Aptitude for standardizing and implementing changes to materials for enhancing readability. Talented for maintaining content repository and optimizing content development to maximize reuse and minimize maintenance/duplication.

## Technical Proficiencies

**Programming Languages:** JSON | YAML | XML | HTML | CSS | Markdown | SQL

**Software:** Office365 | Word, Excel, PowerPoint, Outlook, Publisher, Teams (Expert) | Access, SharePoint site management (Intermediate) | Adobe RoboHelp and Acrobat (Expert) | Oracle Knowledge Base (component content management system) | Microsoft SQL Server, Team Foundation Server, and Visual Studio 2012 | Git | JIRA and Confluence | Postman | Peachtree and QuickBooks (A/P and A/R)

## Career Experience

**Finastra (Formerly D+H), Lake Mary, FL**  
Senior Technical Writer, Lead

2019 – Present

Led and directed team members to attain combined vision. Enabled provision of token authenticated access to context-sensitive web by developing Azure cloud help platform for North American Retail and Lending products.

- Drove adoption of Agile documentation processes to all products across Retail Core.
- Expanded skills of new staff on RoboHelp, Flare, Hyland Enterprise Search, as well as processes and standards by delivering knowledge-rich training.

**Technical Writer**

2017 – 2019

Steered efforts as team lead for retail core banking software. Expanded skills of Technical Writers and Product Analysts on Open API documentation standards by developing and delivering workshops. Improved knowledge of writers on JSON, YAML, documentation standards, and review process for new API development program by providing detailed training. Ensured faster updates by strategizing and executing large-scale documentation migration from a decentralized knowledge management system to a RoboHelp-based online help system.

- Performed large-scale documentation migration from CMS to online help, and drove adoption by providing user guides and internal training.

**Associate Technical Communications Specialist**

2016 – 2017

Acted as writer for retail core banking software to direct multiple assignments simultaneously, while demonstrating impeccable performance independently and as a key part of high-performance teams. Created user guides, procedures, external release notes, and other communications by steering collaborative efforts with subject matter experts in an Agile framework. Produced critical missing content by uncovering documentation gaps and assessing relevant information

- Identified priority topics for coverage by steering collaborative efforts with staff.

## Additional Experience

Billing Coordinator | JKR Advertising and Marketing

Senior Accounting Clerk & Website Manager | Sam Flax Art & Design

Technical Trainer | University of Central Florida, SDES IT

## Education

Bachelor of Arts: English, Technical Communication | University of Central Florida

## Professional Certifications & Training

SAFe Certified: Scrum Master for Scaled Agile