David Eyerman

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Albuquerque, NM, US
LinkedIn • Portfolio
Public Trust Clearance

Senior Technical Writer and Editor

- Dynamic and accomplished professional with a strong foundation in technology and data science, bringing extensive experience in creating clear, accurate, and user-focused documentation.
- Excels at translating technical concepts into accessible content for diverse audiences, from executives to end-users.
- Repeated success in driving documentation strategy, collaborating with cross-functional teams, and delivering high-quality outputs that support business goals, compliance, and operational readiness.
- Possesses unique ability to bridge technical depth with communication excellence.
- Recognized for aligning content with organizational strategy, improving user experience, and supporting enterprise-scale digital transformation initiatives.

Areas of Expertise

- Technical Writing & Editing
- Enterprise Architecture Support
- Data Science & Analytics
- Content Management Systems
- Information Management Plan

- Documentation Strategy & Standards
- Technical Content Review & QA
- Continuous Process Improvement
- Project & Portfolio Documentation
- Cross-Functional Team Collaboration

- Multimedia Content Development
- Leadership & Mentoring
- Excellent Communication Skills
- Analytical Problem Solving
- Workflow Optimization

Professional Experience

Senior Technical Editor and Writer   **Nov 2024 – Sept 2025**
Koniag Government Services (KGS), Albuquerque, NM

Delivered high-quality technical and non-technical documentation, confirming clarity, accuracy, and accessibility for diverse stakeholders. Partnered with subject matter experts, executives, and line management to create and refine user-facing and internal content, supporting critical federal initiatives.

- Authored and edited 50+ deliverables, including Visio diagrams, SOPs, training manuals, user guides, test scripts, operational procedures, and executive presentations.
- Contributed to the SPM program enabling US Citizen and Immigration Service leadership to prioritize, manage, and analyze projects, investments, and resource allocation with improved efficiency and strategic alignment.
- Developed clear, audience-focused documentation through research, SME collaboration, and alignment with agency style guides and requirements.
- Created and updated graphic and visual presentation materials, enhancing communication of complex technical concepts for leadership and operational teams.
- Supported hosting and content management through SharePoint, web portals, and application platforms, ensuring seamless access to customer-facing resources.

Senior Technical Editor and Writer   **Jan 2020 – Nov 2024**
New Mexico Department of Workforce Solutions, Albuquerque, NM

Conducted thorough reviews of documentation to ensure accuracy, completeness, and compliance with NIST benchmarks and guidelines. Managed documentation projects from initial conception through to delivery, consistently meeting tight deadlines and exceeding quality standards.

- Standardized and developed over 200 agency and technical policies, procedures, and 20 SOPs, detailing observations, potential issues, action plans, and remediation strategies, resulting in a 15% increase in policy adherence.
- Created and maintained technical documentation for software products, including 16 regression test guides, 7 user guides, and 4 procedural manuals, enhancing business operations by 10% and achieving over 10 successful audits.
- Collaborated with subject matter experts to translate complex product features and functionality into accessible, user-friendly content, reducing the learning cycle by 5% and accelerating test execution by 10%.

- Facilitated the accreditation process by preparing detailed documentation for 10 security audits and assessments, and effectively liaised with auditors and assessors.

QA Test Manager   **Feb 2019 – Nov 2024**
New Mexico Department of Workforce Solutions, Albuquerque, NM

Utilized SQL and Python to integrate multiple data sources, delivering critical quality assurance metrics that enabled stakeholders to identify trends, patterns, and anomalies in testing. Collaborated effectively with developers, business analysts, and project managers to establish high-quality standards and methodologies, ensuring seamless integration of testing into the software development life cycle.

- Enhanced QA processes by integrating data analytics capabilities, utilizing dashboards to monitor key performance indicators (KPIs) and refine testing protocols, which resulted in a 15% increase in product deployment speed.

Executive Architect   **Feb 2017—Nov 2018**
Deloitte Consulting, Albuquerque, NM

Acted as a senior technical leader, mentoring junior programmers and promoting a culture of technical excellence by implementing best practices in unit testing, deployment testing, code reviews, and repository management. Managed documentation projects by planning, scheduling, and tracking deliverables to ensure timely project completion.

- Designed and documented enterprise architecture for the development and maintenance of State government intranet and internet sites.
- Created and updated comprehensive enterprise architecture documentation, including blueprints, road maps, reference models, and standards guides.
- Collaborated with SMEs to translate complex product functionality into clear, user-friendly content.

Executive Architect   **Jan 2007—Jan 2017**
IBM, Albuquerque, NM

Directed and managed engagements with client executives at all levels, serving as a key liaison between technical teams and clients to ensure alignment with client expectations and project requirements using Agile development methodologies. Oversaw documentation projects from inception to completion, meticulously planning, scheduling, and tracking deliverables to consistently meet or exceed project deadlines and quality standards.

- Designed and documented over 25 enterprise architectures, facilitating the development and maintenance of corporate intranet and internet sites, thereby enhancing overall system functionality and performance.
- Authored a wide range of technical documents, including installation guides, procedure manuals, policies, lab manuals, training materials, and conference presentations, ensuring clarity and accuracy for diverse audiences.

Education

Master of Science (MS), Computer Science, American University, Washington, DC

Bachelor of Science (BS), Computer Science, American University, Washington, DC

Post Graduate Program in Data Science & Business Analytics, The University of Texas at Austin, McCombs School of Business

Technical Proficiencies

Programming Languages:	SQL, Python, Machine Learning Packages
Data Analytics & Visualization:	Tableau, Power BI, Python, and dashboard design
Software & Tools:	Microsoft Office Suite, Microsoft Visio, Microsoft Project, Adobe Acrobat, SharePoint, Snagit, Camtasia, Clipchamp, Version control systems (Git, TFS), HTML & CSS, XML
Operating Systems:	UNIX, Linux, AIX, Windows
Project Management & Methodologies:	Project Management, Agile/Scrum environments, Hybrid Waterfall