Stephanie Harry

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LinkedIn
Portfolio/Writing Samples

TECHNICAL WRITING | DOCUMENTATION STRATEGY | KNOWLEDGE MANAGEMENT

Documentation Strategist and Technical Writer with 10+ years in SaaS. Expert in building secure, scalable knowledge systems that ensure audit-readiness and drive user self-service.

Core Competencies:

- **Technical Writing & Content Strategy**
  SOP & Policy Development; Plain Language Writing; Audience-Centric Content; Federal Proposal Writing
- **Knowledge & Process Management**
  Knowledge Base Architecture; Content Management; Project Management & Process Optimization
- **Compliance & Analysis**
  Accessibility Standards; Inclusive Communication; Research and Analysis; Documentation Strategy

Key Achievements

✓ **Documentation & Knowledge Management:** Authored and managed 100+ technical documents (SOPs, user manuals, policies) while successfully managing 5-7 concurrent documentation projects with a 98% on-time delivery rate.

✓ **Training & Support Optimization:** Created modular training materials and self-service knowledge bases that reduced new-hire onboarding time by 50% and improved client support response times by 20%.

✓ **Compliance & Audit Excellence:** Developed and maintained 100+ security policies and audit-support documents, directly contributing to 100% compliance in multiple external audits (SOC2, TX-RAMP, HECVAT).

✓ **Process Intelligence:** Initiated and built an order-accuracy tracking system that surfaced a 30% pre-entry error rate, providing leadership with new data to drive process improvement initiatives.

Relevant Experience

❖ **Business and Vendor Operations Coordinator, Millington Lockwood (2025-Current)**
High-end commercial interiors serving premium brands (Herman Miller, Knoll)
- Analyzed order-entry workflows to identify a 30% error rate; designed, wrote, and built a reusable training repository with new SOPs to improve process accuracy and continuity.
- Documented and clarified cross-functional workflows, creating new process maps and guides for sales, project management, and logistics to align product orders and delivery.

❖ **Business Proposal Consultant (Contract), The Scanning Company, LLC (2025)**
Digitization provider serving education and public sector agencies.
- Managed the full-cycle proposal writing process, authoring and editing technical narratives and integrating AI-driven intelligence to secure 100% on-time submissions.
- Architected and wrote a centralized proposal-writing repository to improve content reuse, consistency, and compliance.
- Authored and designed new training materials and RFP evaluation checklists to improve the proposal team's writing quality.

❖ **Technical Writer (Contract), BAFO Services, LLC – (2024-Current)**
Provides proposal and documentation support for small businesses in the government contracting space (DOD, DHS)
- Writes clear, compliant technical sections for federal proposals, translating technical content into accessible language.
- Manages documentation under tight deadlines while maintaining high attention to detail and formatting.
- Collaborates with SMEs and leadership to align proposals with agency requirements and mission goals.
- Support the proposal team by scheduling and managing proposal reviews (Pink Team, Red Team, Gold Team, White Glove), organizing feedback, and delivering drafts in a timely manner.

❖ **Senior Technical Writer (Contract), USERWAY, INC. - Digital accessibility compliance (2023 – 2024)**
Wrote and maintained all internal and external documentation for a global digital accessibility company
- Created 508/VPAT compliance documentation, privacy policies, and internal process docs for enterprise clients
- Managed Confluence knowledge base, implemented content organization strategy, and trained staff on standards.
- Partnered with engineering, product, and support teams to build scalable support content..

- ❖ **SmartEvals, LLC 2008 - 2023** - *SaaS suites for evaluations and student retention to higher education*
  - ❖ **Privacy and Security Compliance Manager**
    Oversaw Privacy and Security Compliance, managed audits, analyzed data, and resolved compliance issues
    - Developed and maintained 100+ security policies, ensuring 100% alignment with industry standards.
    - Trained employees annually in security policies, improving overall security awareness.
    - Led pre-audit assessments, achieving 100% compliance in multiple external audits.
    - Partnered with IT/security teams for risk assessment, improving incident response plans and disaster recovery measures.
    - Collaborated with external auditors and assessors during security audits, addressing inquiries and providing necessary documentation and evidence.

    Projects: HECVAT, VPAT, SOC 2 Type II, TX-RAMP

  - ❖ **Technical Writer & Knowledge Manager**
    Owned internal and external documentation for a higher education SaaS platform
    - Authored 100+ user manuals, help pages, technical specs, and Standard Operating Procedures (SOPs).
    - Managed 5+ documentation projects at a time, delivering 95% of projects on schedule and achieving a 95% stakeholder satisfaction rate due to accurate, timely, and accessible documentation.
    - Updated technical documents (SOPs, Manuals, etc.), help/ F.A.Q pages, and knowledge base regularly, ensuring 100% accuracy and relevance with ongoing software changes.
    - Collaborated with subject matter experts (SMEs) and stakeholders to gather technical information and research to acquire knowledge on complex concepts.
    - Crafted comprehensive proposal responses for RFPs posted by higher education institutions, aligning proposals with standards set by the U.S. Department of Education and other federal guidelines.

  - ❖ **Project Manager**
    Plans, organizes, and executes projects from start to finish for SaaS suites through SDLC, security audits, sales team needs, and technical support teams.
    - Managed 5-7 concurrent projects, achieving 98% on-time delivery despite shifting requirements.
    - Coordinated cross-functional teams, ensuring 98% goal alignment across project stakeholders.
      Developed and reported KPIs to track project success, meeting 95% of project milestones within scope and budget.

  - ❖ **Head of Technical Support & Implementation**
    Established the technical support department, creating foundational policies, metrics, and training programs.
    - Improved response time by 20% and reduced average resolution time to 8 business hours.
    - Boosted client retention by 8% through targeted support and proactive communication.
    - Led client implementations, reducing onboarding time by 50% and achieving a 90% first-call resolution rate.

Technical Proficiencies:
- **Core Skills:** Technical Writing, Documentation Strategy, Knowledge Management, SOP Development, Project Management, User Manuals, Training & Facilitation, Proposal Writing,
- **Compliance & Frameworks:** SOC2, VPAT, FEDRAMP, GDPR, CCPA, FERPA, HIPAA, PCI, Accessibility Standards, Audit Readiness, Risk Mitigation, Security Policy Development
- **Documentation & PM Tools:** Jira, Confluence, Asana, ClickUp, Lucidchart
- **CRM & CMS:** HubSpot, Zoho, WordPress
- **Technical & Data:** Ad-hoc SQL Querying; Power BI; Tableau (Beginner); Code Literacy (HTML, CSS, PHP); Microsoft Excel; Google Workspace