

Deborah Reece - Sr. Technical Writer

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CAREER SNAPSHOT

Background as a Sr. Technical Writer and former software developer with experience creating documentation for APIs, Cloud, and Cybersecurity.

FUNCTIONAL SKILLS

Have experience in the following:

- **APIs Reference Guides:**
 - Creating API dev portal content for REST APIs, including API overviews, API diagrams, API process flows, and API use cases
 - Using Swagger 2.0 (OpenAPI 3.0) specs to generate documentation
 - Documenting APIs for fintech card payment systems
 - Knowledge of Postman for testing APIs
- **Agile Sprints:**
 - Working with Scrum dev teams to translate requirements into user-friendly documentation
 - Pulling writing tasks from the backlog
 - Creating and updating user stories
 - Using Jira to estimate time for tasks and track work status
- **Markdown and Git for Documents:**
 - Managing repositories using GitHub, Git, and Bitbucket for Docs-as-Code methodology
 - Editing Markdown/HTML files using Visual Studio
 - Creating pull requests and managing tasks in Azure DevOps
 - Utilizing Bash command line for Git operations
- **Azure DevOps:**
 - **Azure Boards** – Using task and project tracking for projects
 - **Azure Repos** – Using version control with Git repository for documentation
 - **Azure Pipelines** – Knowledge of CI/CD for code deployment
- **Interviewing Skills:** Collaborating with SMEs and developers to gather documentation requirements
- **Languages and Data Models:**
 - Documenting JSON and YAML models for APIs
 - Reviewing and correcting sample code for APIs
- **Static Generator:** Using Hugo to generate web pages for API dev portal
- **Wiki Creation:** Designing ServiceNow wikis using CSS and HTML and Confluence pages and hierarchies
- **AWS Cloud Services:** Documenting processes for Cloud portal
- **Cybersecurity:**
 - Writing security artifacts adhering to NIST standards and RFPs for State Medicaid projects
 - Creating SOPs and policies and procedures for network security engineering
- **Generative AI/ML:**
 - Experience creating AI prompts to train LLM for Google Genesis project
 - Courses and ongoing education in Prompt Engineering and Machine Learning
- **UX Design Principles:** Knowledgeable about user-centric UX design and creating wireframes with Figma
- **Business Requirements/Processes**
 - Brainstorming with developers and SMEs in JAD sessions to gather and document requirements
 - Documenting business processes and creating process flows in Visio
 - Mapping ITIL framework processes for network security and documentation best practices

TECHNICAL SKILLS:

Swagger, Markdown, Docs-as-Code, Postman, Azure DevOps, CI/CD, Confluence, Jira, Git, Bitbucket, Bash CLI, Visual Studio Code, Figma, SourceTree, Hugo, Visio, MS Office, Adobe Acrobat, SnagIt, ServiceNow, SharePoint, ITIL, AWS Cloud Services, SaaS, Linux, Oracle SQL Server/Queries, SDLC, Machine Learning, Kubernetes;

Read Code/Data Models: C++, JavaScript, Python, COBOL, Visual Basic, Kotlin, Swift, Node.JS, XML, HTML, CSS, JSON, YAML

PROFESSIONAL EXPERIENCE

Sr. RFP Technical Writer

Maryland Department of Health (MDH) – Remote Contract, December 2023 – May 2024

- **On Tech Writer team that wrote Request for Proposals (RFPs) for vendor bids to provide services to MDH:**
- Worked with MDH stakeholder to rework RFP for Maryland AIDS Drug Assistance Program (MADAP).
- Interfaced with MDH stakeholders to revise policies and procedures documents.
- Created Statement of Work (SOW) template for tech writer team.

AI Prompt Engineer

Remotasks – Part-time Freelance, October 2023 to April 2024

- **Designed AI prompts to train Learning Language Models (LLMs) for Google Genesis project:**
- Developed prompts for interactive chatbot responses.
- Created multi-modal prompts with images for tasks such as reasoning, creativity, problem solving, prediction, data extraction, and pattern generation and recognition.
- Rated and selected the best language model responses.

Sr. API Technical Writer

IGT – Remote Contract, March 2023 to April 2023

- **Led in creating API integration guide for external customers of iLottery online games for state lotteries:**
- Analyzed Swagger specs for new and revised gaming transaction API calls to develop reference guide for the Remote Game Server (RGS) API hosting platform that allows clients to launch external games.
- Reviewed the existing online help system for RGS to research content for the new OpenAPI specs.
- Documented methods, parameters, JSON schemas, URLs, endpoints, and request and response sample code.
- Collaborated closely with CTO, product manager, and lead engineer to gather and review API specifications.
- Unfortunately, the project concluded prematurely due to budget cuts.

Sr. API Technical Writer

Netspend – Remote Contract, May 2022 to November 2022

- **Led in writing API reference guides for payment transactions for prepaid debit cards:**
- Analyzed Swagger specs to update API reference guides in Google Docs.
- Documented API methods, parameters, JSON/YAML schemas, URLs, endpoints, and request and response sample code for card transactions.
- Participated in daily Agile Scrum stand-ups and backlog grooming sessions with manager and tech writers.
- Used Jira to pull tasks from backlog and track progress of assigned tasks.
- Analyzed business requirements and Swagger specs to document new webhooks in webhooks reference guide.

Sr. API Technical Writer

T-Mobile – Remote Contract, November 2021 to May 2022

- **Led in designing API reference dev portal content in the Apigee DevCenter:**
- Met with developers to gather API documentation requirements.
- Developed templates and authored detailed portal topics covering API security, API design, load balancing, troubleshooting, Kubernetes API gateway solution, and proxy generation.
- Managed user stories and tasks on Jira Kanban board and participated in daily Agile Scrum meetings.

Sr. API Technical Writer

Mastercard – Remote Contract, August 2021 to October 2021

- **Led in writing API reference dev portal content for payment solution transactions:**
- Analyzed and documented new API endpoint features for advanced electronic payment solutions including Click-2-Pay, Secure Remote Commerce for Merchants, and e-Commerce platforms.
- Edited Markdown/HTML files in Git repositories and used Docs-as-Code methodology.
- Utilized Git Bash command line (CLI) to manage commits, pushes, merges, and branch creation in Git.
- Executed Hugo to generate updated content on API portal web pages.
- Used Azure DevOps to create pull requests for documentation reviews.
- Utilized Confluence wikis in Azure DevOps to research new API documentation tasks and track progress.
- Met with DevOps developers and tech writers in Scrum standups to update API tasks and address roadblocks.

Sr. API Technical Writer

IDEMIA – Remote Contract, September 2020 to June 2021

- **Led in developing API reference dev portal content and customer-facing product guides:**
- Used Markdown to create API reference files for portal for apps that digitize and verify identity documents such as driver's licenses and passports.
- Utilized GitHub Desktop to manage local repositories and merge changes into the master Bitbucket repository.
- Documented SDK packages, API calls and overviews, API use cases, and API diagram process steps for Android, iOS, and Web applications coded in Kotlin, Swift, and JavaScript.
- Re-engineered product guide for Mobile ID App that scans user identity attributes to generate ID credentials.
- Re-engineered product guide for Mobile Verify App used to verify user's digital identity in Mobile ID App.
- Documented new features by researching team notes in Confluence and Jira and added UX images from AHA!
- Updated release notes and "What's New" documents for new releases.
- Created pull requests for manager approval of content and moved it to QA repository for review by developers.
- Uploaded revised product documentation to SharePoint Online for review by managers and product owners.

Sr. Technical Writer

Wells Fargo – Remote Contract, April 2020 to September 2020

- **Led in documenting FDIC Rule 370 that regulates handling of customer deposits if bank fails:**
- Collaborated with LOB stakeholders to write SOR playbook for FDIC regulators.
- Mapped Rule 370 processes for handling insured and uninsured checking and savings accounts, money market deposit accounts (MMDAs), and certificates of deposit (CDs) in the event of bank failure.
- Analyzed business requirements documents to clarify FDIC Rule 370 standards for all covered account types.

Sr. Technical Writer

Bank of America – Charlotte, SC, Contract, May 2019 to March 2020

Led in creating AWS Cloud portal process guides for internal users:

- Wrote procedures for migrating to cloud, cloud portal onboarding, and cloud portal authentication.
- Created cloud security wikis in Horizon.
- Created procedures for rebooting portal, building virtual machines (VMs), provisioning VMs, options for VM power management, decommissioning VMs, managing hypervisors (VMMs), and deploying load balancer virtual services.
- Interviewed architects to design cybersecurity procedures and create deployment and product guide FAQs.
- Mobilized GitHub, Bash CLI, Sourcetree, Markdown, and VS Code to update portal documentation in Bitbucket.

Sr. Technical Writer

Kaiser Permanente – Remote Contract, July 2018 to May 2019

- **Led in analyzing and documenting internal patient metrics:**
- Met with data analysts and stakeholders in Care Management Analytical Group to analyze and elicit metrics requirements that measured clinical performance for treating plan members and non-members.
- Designed templates and hierarchies in Confluence for knowledge base.
- Documented wikis for all metrics categories, including definitions, formulas and sample results, and field tables.
- Designed and ran SQL queries in Oracle database to verify data field contents.

Sr. API Technical Writer

American Express (AMEX) – Phoenix, AZ, Contract, April 2017 to July 2017

- **Led in writing API reference dev portal content for external customers:**
- Attended Scum meetings with developers and product owners to gather API requirements.
- Documented API overviews, endpoints, URLs, JSON objects, methods, parameters, sample responses/requests, and status codes/messages for Card Partner applications, including Spend Control Vault, ATM Locator, Pay for Points, Partner Card Application Offers, and V-Payment.
- Edited YAML files to update new API features for each application.
- Created OAuth2 documents describing the authorization flow for third-party authentication to access APIs.
- Met with developers, technical writers and product owner to review documentation.

Sr. Technical Writer

South Carolina Department of Health and Human Services – Columbia, SC, Contract, 2016

- **Led in providing security documentation for designing the Medicaid Management Information System (MMIS) for claims processing and retrieval:**
- Analyzed NIST and MARS-E 2.0 publications to develop cybersecurity documents for the State Medicaid system, in alignment with the Centers for Medicaid & Medicare Services (CMS) standards.
- Authored System Security Plan (SSP) and System Design Standards (SDD) documents to ensure MMIS system compliance with MARS-E 2.0 Volume III data privacy and security controls to protect Personally Identifiable Information (PII).
- Reviewed NIST Special Publications 800-53 and NIST 800-171 to identify and document security requirements applicable to the health care exchanges as mandated by the Affordable Care Act (ACA).
- Collaborated with security analysts to analyze security requirements and ensure documentation adherence.

Sr. Technical Writer

FIS Global – Little Rock, AR, Direct, 2014 to 2015

- **Led in analyzing network security requirements to write required network security policies and procedures for financial company:**
- Did gap analysis by reviewing network security documents in SharePoint.
- Organized meetings with network security managers and stakeholders to determine additional documentation requirements.
- Created a matrix for tracking new security documentation requirements.
- Devised roadmap for writing new security policies and procedures.
- Located and interviewed SMEs to elicit network security information and write new security policies and procedures.
- Met with security analysts to create SOPs for network monitoring tools such as Solidcore, Bit9, WebSphere Guardium, and Checkpoint.
- Mapped ITIL framework service operation processes for network security and documentation best practices.

Sr. Business Analyst/Technical Writer

ICM – Little Rock, AR, Contract, 2013 to 2014

- **Led in gathering business requirements to write functional business requirements (BFRD) for developers implementing Laserfiche system for non-profit that helps clients obtain Medicaid waivers:**
- Met with stakeholders to elicit and review business requirements.
- Created BFRD template to document As-Is Medicaid processes.
- Mapped detailed workflows for developers to design their To-Be requirements for Case Management, Billing, Eligibility, Program Waiver Services, and Supported Employment Services modules.
- Conducted analysis of State Medicaid policies to verify that documented processes complied with state regulations and HIPAA policies.
- Recommended best practices for gathering requirements and created a project scope plan, budget, and UAT plan.

Sr. Business Analyst/Technical Writer

Verizon – Little Rock, AR, Contract, 2012

- **Led in documenting functional business requirements for Clarity PPM installation:**
- Collaborated with Agile Scrum development team and stakeholders in JAD sessions to capture and document the evolving business and functional requirements in the BFRD throughout each sprint.
- Utilized Visio to map process workflows and develop models.
- Engaged in daily Scrum meetings and sprint demo reviews with developers and stakeholders. to revise changed requirements in the BFRD for each sprint.
- Created PPM Solution Run Book (SOMP) detailing maintenance, operations, and backup procedures to ensure smooth system management.

EDUCATION

- **MFA in Writing**, Lindenwood University, St. Charles, MO (4.0 GPA)
- **BS in Computer Science**, UALR, Little Rock, AR
- **BA in English**, UALR, Little Rock, AR