KARA L. JOHNSON

TECHNICAL WRITER

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***Information Gathering & Analysis – Process Improvement - Copy Editing & Proofreading***

Versatile researcher, information collector, and analyst known for quality writing and editing technical documents such as user manuals, design specifications, and training materials. Creative critical thinker quickly, absorbing and processing information while applying innate sense of audience to convey complex technical information to non-technical constituents. Lifelong learner with keen intellectual curiosity and wide-ranging technical expertise.

SELECT ACHIEVEMENTS

* Overhauled user guides and support documentation for single-sourced online help system under construction. Primed new materials for online help function and single sourcing while converting 25% of legacy documents.
* Created P&P workflows and job aids for customer service department by interviewing SMEs and holding focus groups.
* Streamlined user guide update process to ensure inclusion of late-stage documentation changes and updates for University of Pittsburgh Medical Center (UPMC). Reduced customer service call volume by requiring final subject matter expert (SME) review with management sign-off before publication.
* Applied SQL skills to create data maps, wrote client instructions, and facilitated on-time service delivery.

SIGNATURE STRENGTHS

- Cross-Functional Collaboration - Complex Problem-Solving - Data Gathering/Mapping - Style Guide Creation

- User Guides / Release Notes - Document Management - Technical Writing/Editing - API Documentation

- Project/Program Management - SME Interviewing / Research - B2B Customer Service - Structured Authoring

PROFESSIONAL EXPERIENCE

**TECHNICAL WRITER** May 2014 - Jun 2024

University of Pittsburgh Medical Center (UPMC) Health Plan / Askesis Development Group - Pittsburgh, PA (Remote)

**TECHNICAL WRITING CONSULTANT (contract)** | A.C. Coy Company - Pittsburgh, PA Sep 2013 - May 2014

Collaborated with software engineers, product managers, and other departments to write clear and succinct user guides for potentially non-technical audiences. Authored technical manuals, training guides, and customer tutorials for developing browser-based clinical forms.

Wrote and maintained all documentation supporting electronic data interchange (EDI)reporting for numerous state healthcare reporting solutions, including Florida, Washington, and LA County.

Served as help authoring/single-sourcing expert, created information infrastructure for newly launched help system. Designed and rewrote manuals to align with architecture, created CSS templates, and documented data reforms for migration into MadCap Doc-To-Help.

Introduced *Microsoft Manual of Style* (now *Microsoft Writing Style Guide*) standards to documentation and development departments. Teamed with leadership to create policies & procedures (P&Ps) and user job aids supporting multiple departments, including customer service, technical writing, and quality assurance.

Wrote documentation and developed data maps for Commonwealth-mandated Community Care Health Provider Directory API Access Guide.

Drove regulatory compliance by maintaining current industry standards expertise and regularly updating documentation.

Contributed to quality assurance by participating in user testing.

*Key Contributions*

* Streamlined user guide update process to ensure inclusion of late-stage changes and updates. Reduced customer service calls by requiring final subject matter expert (SME) review with leadership sign-off before publication.
* Improved ticket creation and ticket status update functions by defining each process and creating Visio diagrams for each department. Trained process in company meetings and posted in Teams repository for universal access.
* Overhauled user guides and support documentation for single-sourced online help system under construction. Primed new materials for online help and single sourcing while converting 25% of legacy documents.
* Resolved converted document issuance errors by rewriting DocToHelp (D2H) target templates and Word source templates for PDFs, NetHelp, and CHM (Microsoft Compiled HTML Help) files and converted most graphic files from BMP to PNG.
* Applied SQL skills to create data maps, writing client instructions, and facilitating on-time service delivery.

**USER EDUCATION SPECIALIST** | Confluence - Pittsburgh, PA Oct 2011 - Jun 2013

Wrote and maintained documentation for financial services software. Developed first-ever style guide for document creation and management. Created and maintained wiki of internal documentation. Customized documentation for new cloud-based platform. Wrote 50+ pages of documentation to support pilot Agile team.

Tracked documentation progress in Team Foundation Server (TFS) (now Microsoft Azure DevOps Server). Streamlined release note procedures by creating new process in TFS.

*Key Contributions*

* Standardized document formats to present image fitting major company. Instituted Microsoft Manual of Style for all company documentation. Created supplemental style guide for graphics such as headers, images, and captions.
* Spearheaded project migrating all documentation from Word to MadCap Flare.

EARLY CAREER

**TECHNICAL WRITER II / MARKETING WRITER** | ComponentOne - Pittsburgh, PA

**ASSISTANT TO TECHNICAL WRITER / BUSINESS ANALYST (temp)** | Carole Hochman Design Group - Williamsport, PA

**INSTRUCTOR OF COMPOSITION** | Gannon University, Erie - Erie, PA

**BUSINESS END USER CARE CSR-TSR / NATIONAL BUSINESS ORDERING** | West Corporation - Erie, PA

EDUCATION

**Coursework - Master of Arts (MA), English** | Gannon University - Erie, PA

**Bachelor of Arts (BA), English - Writing** | Edinboro University of Pennsylvania - Edinboro, PA

*Minors in Psychology & Political Science / Summa cum Laude graduate / Dean's List (eight semesters) / Sigma Tau Delta (English Honors Society) / Outstanding English Department Senior / Who's Who in America's Colleges & Universities / Improv*

TECHNICAL SKILLS

**Platforms** | MS Azure DevOps Server (formerly Team Foundation Server (TFS)), MS Azure, SQL Server Management Studio

**Essential** | Microsoft 365 (MS Office Suite) - Excel, OneNote, PowerPoint, Word, Teams

**Creative** | Adobe Suite, Graphics Creation, UX Design, Camtasia, Dreamweaver, Visual Studio, Snag-It

**Projects** | MS Visio, Jira, Confluence, Service Desk, ServiceNow

**Documents** | MadCap Doc-To-Help, MadCap Flare

**Programming** | Cascading Style Sheets (CSS), XML, HTML, SQL