

Career

Senior Technical Writer | 9/2017 – present

National Board of Medical Examiners, Philadelphia, PA

- **Documentation development:** Lead documentation delivery for an enterprise-wide, SaaS content management system throughout the development lifecycle. Use MadCap Flare/XML/CSS to write, edit, and publish over 800 new user and developer topics that support medical editors and technical staff in governing exam content.
- **Collaboration and strategy:** Manage relationships with developers and other SMEs to create single-source, topic-based user manuals and API guides for internal and external audiences. Oversee content contributors in applying user-centered design principles to SOP documents and release notes.
- **Agile methodology:** Leverage CSPO methodology to collaborate with cross-functional teams and define a documentation strategy that accounts for stakeholder and developer priorities. Document requirements and bugs to manage writing projects in concert with sprint/release schedules in JIRA, Rally, and Azure DevOps.
- **Process improvement:** Optimize technical content production by building processes on a DITA/structured authoring model. Create asset architecture in SVN and GIT, and develop workflows, publication standards, and outputs.

Senior Technical Writer (Contract) | 5/2016 - 9/2017

Thomas Jefferson Hospital, Philadelphia, PA

- **Documentation strategy:** Created and executed strategy to deliver documentation supporting an enterprise-wide Electronic Medical Record (EMR/Epic) SaaS implementation. Selected tools, developed relationships with SMEs, and trained supporting staff.
- **Content management:** Administrated Confluence and created over 1800 new topics for accessible user assistance. Researched and wrote API documentation as needed.
- **User analysis:** Analyzed traffic and usage to determine knowledge gaps and learning opportunities. Created outreach, job aids, clinics, and other avenues for expert assistance.
- **Styles and standards:** Defined and enforced style standards and branding. Served as SME and Super User.

Documentation and eLearning Designer | 1/2015 - 12/2015

OSI Soft, San Leandro, CA

- **Docs as code:** Served as single point-of-contact for client documentation and learning content. Used docs-as-code model to create API/SQL/SDK documentation in XML/DITA for a global, multi-language audience.
- **Instructional design:** Developed video and project-based tutorials for technical user base. Designed curricula, exercises, rubrics, and assessments.
- **Program management:** Oversaw data management certification program for international technical professionals.

Technical Writer (Contract) | 1/2014 - 12/2014

Philadelphia, PA

- **Client service:** Provided technical documentation and communications services for IBX and Unisys.
- **Comprehensive documentation:** Created and executed plans to develop, publish, and promote information for end users, technical professionals, and business stakeholders.

Technical Documentation Developer | 1/2012 - 1/2014

eBay Enterprise, King of Prussia, PA

- **Research:** Independently researched and developed single-source online help for a large-scale e-commerce system, including online help, learning modules, and customized print formats.
- **XML foundations:** Structured documents in XML/DITA using Oxygen and docs-as-code methodology. Created and implemented frameworks for publication, style, standards, and branding.
- **Accountability:** Collaborated with SMEs, users, and stakeholders to maintain a cohesive effort, service business demands, and report output.

Technical Writer (Employee and Contract) | 6/2008 - 12/2011

Select Clients, Philadelphia, PA

- **Client service:** Developed broad industry experience and documentation-specific expertise producing user guides, white papers, release notes, demos, and other technical artifacts for client projects.
- **Domain expertise:** Clients and employers included tech, ecommerce, and media industries.
- **Processes and procedures:** Adapted styles, outputs, content, and design to customer specifications, and managed project plans and deliverable schedules.

Education

BA English

Charleston Southern University

Certified Scrum Product Owner (CSPO)

Scrum Alliance

Graduate coursework in Learning, Design, and Technology

Penn State University

Membership

Society for Technical Communication

Active Member

International Society for Performance Improvement

Active Member