Robert Facha

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# Professional Summary

Technical Writer with 12 years of experience in diverse industries, including aerospace, banking, and manufacturing. Skilled in creating, editing, and managing technical documentation, ensuring compliance with regulatory standards, and proficiency in tools like Adobe Illustrator, InDesign, and SharePoint. Seeking to leverage my expertise in technical writing and project management to contribute to a dynamic team.

**Work Experience**

## Knowledge Management Technical Writer

Defense Health Agency (DHA) - Remote October 2024 to Present

A member of the KM Team responsible for the following activities:

* Collaborating with DDSB (Domain & Directory Services Branch) and KM Team members to create documentation following accepted formats.
* Create technical, procedural and agreement documentation, such as Standard Operating Procedures (SOP), Memorandum for Record (MFR), Memorandums of Agreement (MOA), After Action Reports (AAR), request forms and information papers.
* Support Information Assurance (IA) objectives through the development of Risk Management Framework (RMF) documentation.
* Provide broad‐based technical editing and writing skills used to identify, ensure correct grammatical and formatting documents to conform and adheres to the organizational style guides and the appropriate template.
* Manage content efficiently through SharePoint.
* Utilize various word processing and desktop publishing software applications to produce required technical documentation.
* Confer with technical subject matter experts, leadership, and other individuals to produce required technical documentation.
* Provide weekly activity reports describing activities.
* Produce graphics, screen captures, graphs, charts and Process and Network diagrams.
* Upload documentation to Enterprise Mission Assurance Support Service(eMASS).
* Support annual Assessment and Authorization (A&A) audits by updating Risk Management Framework (RMF) documentation for the Certification and Accreditation (C&A) package
* Compare RMF document information against family Control Correlation Identifiers (CCIs) in eMASS to ensure that the CCI's are being answered correctly.
* Develop and administer Tabletop Exercises in support of the RMF A&A audits, as well as other projects as required.
* Edit and send out the RoD, answer RoD questions and edit RoD submissions by others to conform to standards.
* Attend weekly meetings requiring KM participation.

**Senior Technical Writer** VIAVI Solutions-Remote   
October 2022 to October 2024

* Create and update procedures for Avionics Digital Radio Test Sets monitors and devices CX100, CX300, CX700 and ALT 9000 through Adobe FrameMaker.
* Create Option Guide Manuals for devices.
* Update RCI manuals and input SCPI commands on measurement devices ensuring proper queries are returned.
* Create Cd Labels and upload completed manuals for CD’s to be printed for customers.
* Work with Engineering, Software department and Tech Pubs through SharePoint, Jira and Confluence to complete projects in a timely manner adding completed documentation to Agile for approval process.

**Technical Writer**Union Bank – Remote  
June 2022 to October 2022

* Developed clear, compliant documentation including SOPs, manuals, job aids, and reference guides.
* Gathered and validated content through SME interviews, research, and existing documentation.
* Ensured documents meet regulatory standards and align with internal style and formatting guidelines.
* Managed and maintained content in SharePoint for easy access and version control.
* Collaborate with cross-functional teams to support business goals through effective documentation.
* Assessed and updated materials regularly for accuracy, usability, and compliance.

**Technical Writer/ Designer** Applied Materials-Austin, TX   
March 2022 to June 2022

* Developed, created, edited and released technical manufacturing 3D build documents - including system manuals, operation instructions for semiconductors.
* Worked on Illustrations with the following computer/software applications AutoCAD, Inventor, UGNX and Teamcenter Visualization Pro.
* Observed production, developmental and experimental activities to determine operating procedure and detail was accurate to manual information.
* Interviewed production personnel to become familiar with product technologies and production methods - including interacting with engineering production technicians to develop and update documentation.

## Aircraft Senior Technical Writer/Editor

M7 AEROSPACE-San Antonio, TX   
February 2021 to March 2022

* Updated Aircraft Maintenance Manuals/Operation Manuals with any change request from the customer or mechanics.
* Researched the change to ensure it is a proper request researching previous revisions and schematics.
* Updated illustrations with Adobe Illustrator and InDesign.
* Validated and made updates to change request forms submitted by customers and mechanics.
* Created illustrations of varying airplane parts, tools, and wiring using Adobe Illustrator.
* Gathered information from SMEs implement information to procedure templates to complete manuals.

**Engineer Technical Writer** Chromalloy-San Antonio, TX November 2018 to March 2020

* Updated Manuals (travelers) to ensure that procedures run smoothly with operations and technicians on the work floor.
* Tracked and updated changes, then uploaded new data to SharePoint.
* Compare and add any changes from old travelers and updating them to new company standards.
* Ensured proper tooling and operations are linked correctly per GGC Model.
* Created new templates and drawings using Microsoft Word, Excel, and Outlook to input needed information for customers.

## Aircraft Mechanic

San Antonio Aerospace-San Antonio, TX September 2017 to October 2018

* Performed maintenance operations on Aircrafts A300 600, MD 11, DC 9,737, B787.
* Documented maintenance and repair actions, equipment status tags, logs, parts requests, look up parts through SAP system to ensure in stock, perform assigned duties while wearing required safety equipment.

## Technical Writer

Johnson Controls-San Antonio, TX April 2015 to September 2017

* Gathered and Analyze information from Management, Safety and Engineering Departments to update policies and procedures.
* Observed and documented workflow procedures to ensure that technicians are obtaining training information and following all safety and company policies when working on equipment.
* Worked with SME on researching information on equipment by referring to engineering technical specifications, engineering blueprints, schematics and engineering drawings and creating operation procedures.
* Created documents specifying all parts and components that are built up to each machine.
* Ensure parts are in stock through SAP system and order if needed.
* Created Workflow charts attaching procedures how to complete maintenance work needed for equipment from start to finish along with photos pointing out areas working on.

**Technical Writer/Mechanic** Zodiac Aerospace-Gainesville, TX January 2015 to April 2015

* Gathered information to determine lack in production.
* Documented information into Power Points and excel databases.
* Created policy and procedures for the company.
* Viewed Work Cards to determine what type of seat is being built and matches Blueprints.
* Build varies types of aircraft seats with proper tooling.
* Installed many types of components and electronic devices on seats to ensure wiring is properly installed.

## Aviation Technical Writer and Editor

Jana Inc.-Universal City, TX March 2014 to January 2015

* Documented processes, procedures, policies, and meeting minutes, newsletters, and intra/internet content.
* Identified analyze, and research information such as work processes and business requirements.
* Written, revised, and maintained procedures resulting from new process-related project outputs and process revisions through Adobe 10.0, Citrix, Frame Maker10, and Arbor Text.
* Documented new or changed policies on manuals, processes, or procedures.
* Coordinated, documented and communicated the implementation of the new or revised procedures.

## Aircraft Mechanic

ST Aerospace-San Antonio, TX March 2009 to March 2014

* Read and interpret schematics, assembly drawings, process specifications, technical manuals, written instructions, remove and replace components, flight controls, rigging, perform engine changes, and troubleshoot the aircraft.
* Setup and use pneumatic tools such as screw guns.
* Clearly documented maintenance and repair actions.

# Education

## Associate degree in applied science in Aviation

Hallmark University - San Antonio, TX

# Skills

### Core Competencies

Content Writing, Proofreading & Editing, Project Management, Content Research, Documentation Management, Policies and Procedures.

### Technical Skills

AutoCAD, Visio, Jira, SharePoint, HTML5, Schematics, Adobe Creative Suite (InDesign, photoshop, Illustrator), Outlook, Excel, PowerPoint, SAP, FrameMaker, Citrix, Arbor Text, Adobe Captivate Technical writing, Regulatory compliance, SME collaboration, Banking operations, MS Office, Editing & proofreading, Process documentation.

# Certifications and Licenses

Driver's License   
ISO9001 March 2014

MD-11 General Familiarization Certificate March 2009

United Airlines General Familiarization Certificate November 2017