

JOANNA I. ORTEGA

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SKILLS

Proficient in professional, technical, and creative writing. Native fluency in English and Spanish. Basic knowledge in Markdown, HTML, JavaScript, Python, GitHub, Ruby, and Jekyll (git version control). Familiar with API documentation. Certified and trained as a MyLearning admin.

EXPERIENCE

Business Solution Group - Maximus, Inc., Remote – *Specialist, Product Documentation*

November 2024 – Present

- Create and manage documentation for overall healthcare management solutions, including ConnectionPoint and product integrations, for bids and marketing.
- Manage and organize contents within various knowledge repositories

ConnectionPoint - Maximus, Inc., Remote – *Specialist, Product Documentation*

January 2024 – October 2024 (Dissolution of the Product Team)

- Create and manage product documentation, including feature descriptions, user guides, and presentations for internal use and product tenants
- Create and collaborate on 13+ onboarding courses, including Business Process Model Notation, Jira, API and Microservices in ConnectionPoint, and features within the Agile process, using Articulate, Camtasia, MyLearning, etc.
- Manage contents and access to various knowledge repositories
- Produce and edit new and pre-existing video and audio recordings for instructional courses
- Research and collaborate with the Service Delivery and Product Teams to produce informational and instructional materials while complying with internal standard operating procedures (SOP) and external guidelines
- Mentor Summer 2024 Product Documentation Interns
- Manage Documentation Team in the absence of Documentation Team Manager

Enrollment Broker - Texas Project, Maximus, Inc., Austin, TX – *Specialist, Operations and Procedures*

MARCH 2019 – January 2024

- Create and maintain over 300 articles containing product documentation, policies, and procedures for front-line customer support staff

- Maintain multiple knowledge repositories and internal knowledge site used by front-line customer support staff and stakeholders
- Research and confer with multiple business units and stakeholders through the Agile process to develop informational and instructional materials while maintaining both internal standard operating procedures (SOP) and external guidelines
- Build working relationships and efficiently address feedback given by stakeholders on content, including facilitating meetings to ensure satisfactory results
- Participate in User Acceptance Testing and production deployment to ensure documentation accuracy

Skyepack, Inc., College Station, TX and Remote – *Instructional Editor and Curator*

AUGUST 2018 – MARCH 2019

- Edited and curated content for professor-specific online resources in different subjects
- Created and incorporated files from programs, such as Articulate, H5P, Photoshop, and Captivate, into the platform

Monty & Ramirez, LLP; Attorneys at Law, Houston, TX – *Intern*

MAY 2018 – JULY 2018

- Wrote legal articles, conducted research for several cases, and produced handouts for presentations
- Created and published a graphic novel, *Las Aventuras de Uncle Sam y Alex*, in partnership with La Michoacana Meat Market and Barri Financial Group to help Spanish speakers learn the US citizenship test questions
- Edited Attorney Jacob Montilijo Monty's *The Sons of Wetbacks* memoir (uncredited), wrote a review, and designed promotional handouts

EDUCATION

Texas A&M University, College Station, TX – *B.A. in English*

FALL 2015 – FALL 2018