

Julia Degnan

Senior Technical Writer

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STRENGTHS AND ACCOMPLISHMENTS

- Accomplished professional with 20+ years of experience managing, authoring, and editing effective content in engineering, research and development, engineering support, and quality assurance environments.
- Industry experience includes Information Technology, Cloud Computing, Engineering, Oil and Gas, 3D Graphic Chip, Telecommunications, Semiconductor, Mortgage, Banking/Portfolio, Services, Law Enforcement, Computer Systems Design, E-Commerce, Digital Streaming, and Artificial Intelligence.
- Experience producing diverse types of documentation, including problem/solution, policy and procedures, product installation manuals, software user guides, online help, service manuals, specification documents, and Web content.
- NET development experience, including developing with **C#**, Visual Studio, Azure, MS SQL Server, and JavaScript
- Experience with **API** documentation utilizing **GitHub**, **Postman**, **Apigee**, **README**, **Apiary**, and **Swagger**.
- Experience with **DevOps** philosophies, practices, and tools.
- Experience with **ERP** for **SharePoint** and **SAP**
- Experience with **Microsoft Dynamics 365** applications (**Salesforce**, **Power BI**, **Power Automate**)
- Experience researching, writing, and editing technical hardcopy, online documents, and Web-Based Training (WBT).

PROFESSIONAL EXPERIENCE

Insight Global/HP Inc.

March 2023 to Present

Sr. Technical Writer (Contract)

- Implement a Knowledge Centered Service (KCS) across the HP Global Services Delivery Tower while utilizing **Confluence**.
- Gather and share insights from knowledge captured in reactive events to drive proactive support interventions.
- Acquire, manage, and organize the Organizational Knowledge and Information with **ServiceNow**.
- Establish knowledge sharing and organizational learning strategies.
- Document and consolidate working instructions, processes, and procedures using **DevOps** tools and practices.
- Advise and implement knowledge sharing activities in teams and organizations.
- Work across regions/geographies and worldwide teams to develop and/or implement new/enhanced services, solutions, or programs and associated processes to meet emerging customer/market needs and fuel profitable growth.
- Utilize in-depth understanding of customer business and complex requirements to develop a business case, validate the solution, and demonstrate the services added value.
- Create new developer best practices, processes, and developer documentation paths utilizing **Power Automation** **Microsoft Dynamics** application to create **Power BI** Alert framework.

US Tech Solutions/Amazon

October 2022 to March 2023

Sr. Technical Writer (Contract)

- Design and create **Wickr** reference material using **Oxygen**, **Jira**, and **GitHub**.
- Author Infrastructure Design documentation for Agile Hub/DevOps group.

Aditi Consulting/Microsoft

July 2021 to November 2022

Sr. API Technical Writer (Contract)

- Create Markdown files for new API for FHIR TOC online help utilizing **Visual Studio Basic**.
- Design and create API reference material using **Swagger, Visual Studio Basic, Jira, and Apiary**.

PayQuicker

June 2020 to July 2021

Sr. API Technical Writer (Contract)

- Design and create API reference material using **OpenAPI/Swagger, Visual Studio Basic, Jira, GitHub, Confluence, JSON, and XML**.
- Design and create API help system utilizing **Doc-To-Help, ReadMe, <oxygen/> XML Author, Markdown, and PowerBI Microsoft Dynamics** application for Salesforce.

Insight Global/Shell Corporation

March 2019 to May 2020

Sr. Technical Writer (Contract)

- Design and create Instructional Design training deliverables using **Adobe Captivate** and **Dreamweaver**.
- Author infrastructure design documentation for Agile Hub/DevOps group in Shell IT group.
- All content was documented in **Confluence** and **GitHub Markdown** for internal Operations team.

Cloud Automation Solutions/CollabNet

May 2016 to March 2019

Sr. Technical Writer (Contract)

- Develop tailored information architecture, DITA, to enable content for the reuse, translation, and publication of online documentation.
- Develop topics and maps for the CollabNet SAAS DevOps software options utilizing **<oxygen/> XML Author**.
- Author TeamForge API documentation utilizing **Swagger**.

Prosource IT/BP

October 2013 to April 2016

Sr. Technical Writer (Contract)

- Author operations procedure guides for offshore deployment of oil/gas rig monitoring software.
- Author Infrastructure Design documentation for Agile Hub/DevOps group.
- Compile workflow documentation and other collateral for Support personnel utilizing **Adobe FrameMaker** and **TechSmith SnagIt**.

Cisco Systems (formerly Tidal Software)

June 2007 to July 2013

Sr. Technical Writer

- Lead writer for Tidal Enterprise Scheduler solution
- Manage, author, and edit end-user Enterprise software documentation for software development company's performance and compliance solutions (for **SAP, PeopleSoft, and Microsoft Exchange Server**), including product installation and configuration guides, user guides, SDK guides, API guides, hotfix documentation, release notes, playbooks, demos, and online help.
- Create documents for Cloud delivery with SaaS for agents and adapters.

Halliburton

January 2006 to May 2007

Sr. Technical Writer (Contract)

- Author online help, user guides, installation guides, release notes, and marketing collateral for custom software applications developed for the oil and gas industry.
- Documentation included **Drilling Tools** (Oilfield services).
- Document instructional help topics using **Adobe RoboHelp** and **Adobe Captivate**.

Integrity Group/Hewlett Packard

January 1997 to December 2005

Sr. Technical Writer (Contract)

- Author and distribute ProLiant Server content including installation, maintenance/service, and troubleshooting guides.
- Manage the delivery of content to the appropriate customer-facing web portals, which includes interfacing with other internal groups as well as outside vendors
- Develop search criteria and specify content categories for issues delivered to customer-facing web portals, as well as corporate web portals (hp.com).

JR&R Consulting LLC./Independent Consultant

Provided writing and editing services for various industries.

- Schlumberger – Manage, author, and edited API documentation for Avocet utilizing **Confluence**, **Jira**, **C#**, **GitHub**, **JSON**, and **XML**.
- Thermo Fisher – Manage all documentation tasks for the integration of HoloLens with SampleManager project.
- ServiceNow – Document and manage API code examples and content for NOW platform utilizing **Postman**, **ReadMe**, and **GitHub**.
- Gimmel – Author deliverables associated with the Gimmel ERP-Link Suite for **SharePoint** and **SAP**.
- alliantgroup – Create cybersecurity policies, procedures, guidelines, and standards, including e-learning.
- Shutterfly – Design and create API reference material using **OpenAPI/Swagger**, **Visual Studio Basic**, **C#**, **Jira**, and **GitHub**.
- Oasis Silicon Systems – Create end-user and technical documentation using Microsoft Word for semiconductor chips.

EDUCATION

- St. Edward's University, Austin, TX/ Kilgore College, Kilgore, TX/Austin Community College, Austin, TX/University of Houston/Houston, TX
**114 hours towards Bachelor of Science in Computer Information Science; GPA 4.0. Dean's List
- Corporate course work in business practices, management skills, computer hardware and software, various operating systems and applications, and technical writing.

PROFESSIONAL TRAINING/AFFILIATIONS

- Society for Technical Communication (STC)
- Microsoft Office User Specialist (MOUS) Certifications in Word, Excel, PowerPoint, Access
- Microsoft Certified Systems Engineer (MCSE)
- Cybersecurity Risk Management Certificate
- E-Learning Instructional Design Certificate

SKILLS

Languages	Editors	Source/Version Control	API	Software	Platforms
<ul style="list-style-type: none"> ▪ C# ▪ C++ ▪ Java ▪ JavaScript ▪ HTML ▪ XML ▪ SGML ▪ Visual Basic ▪ XQuery ▪ DITA ▪ Markup <ul style="list-style-type: none"> ▪ Markdown ▪ XHTML ▪ JSON ▪ SGML 	<ul style="list-style-type: none"> ▪ Dreamweaver ▪ Eclipse ▪ Microsoft Visual Studio ▪ Microsoft Visual Code ▪ Notepad++ ▪ WYSIWYG ▪ oXygen XML ▪ XMetaL ▪ MadCap Flare 	<ul style="list-style-type: none"> ▪ Subversion ▪ Team Foundation Server ▪ Azure DevOps ▪ Git ▪ Bitbucket ▪ GitHub ▪ GitLab ▪ Microsoft Azure ▪ SharePoint ▪ Confluence ▪ Visual SourceSafe 	<ul style="list-style-type: none"> ▪ REST ▪ Postman ▪ Swagger ▪ OpenAPI ▪ JSON ▪ Apigee ▪ ReadMe 	<ul style="list-style-type: none"> ▪ ServiceNow ▪ Salesforce ▪ SAP HANA ▪ ERP ▪ Microsoft Dynamics 365 ▪ Cloud SAP ▪ MS SQL Server 	<ul style="list-style-type: none"> ▪ Cloud <ul style="list-style-type: none"> ▪ SaaS ▪ PaaS ▪ .NET ▪ SQL ▪ Azure DevOps server ▪ CSS ▪ AWS Lambda