


Julia Degnan

Sr. API Technical Writer/Sr. Technical Writer/Documentation Specialist

LinkedIn: <https://www.linkedin.com/in/juliadegnan/>
Writing Portfolio: <https://github.com/juliadegnan/portfolio>

 281-253-4510

 julial-degnan@yahoo.com

STRENGTHS AND ACCOMPLISHMENTS

- Accomplished professional with 20+ years of experience managing, authoring, and editing effective content in software engineering, research and development, engineering support, and quality assurance environments
- .NET development experience, including developing with C#, C++, Visual Studio, Azure, MS SQL Server, and JavaScript
- Background researching, writing, and editing technical hardcopy, online documents, and Web-Based Training (WBT)
- Extensive API documentation experience utilizing GitHub, Postman, Apigee, README, Apiary, and Swagger
- Comprehensive experience with DevOps philosophies, practices, and tools
- Working knowledge of Microsoft Dynamics 365 applications (Salesforce, Power BI, Power Automate)
- Knowledge Base System (KBS) design and integration experience utilizing ServiceNow

PROFESSIONAL EXPERIENCE

Insight Global

March 2023 to Present

Sr. Technical Writer (Contract)

- Implement a Knowledge Base System (KBS) utilizing Confluence and ServiceNow, including Architecture Platforms.
- Acquire, manage, and design organizational knowledge and information in ServiceNow.
- Review, edit, and update technical documentation for Cloud services, including architectural and process diagrams and RFPs.
- Document and consolidate working instructions, processes, and procedures using Azure DevOps tools and practices.

Moofwd/MasterCard

August 2022 to December 2023

Sr. Technical Writer (Contract)

- Manage, author, and edit knowledge base articles and TPM reference materials.
- Create customer-facing product pages utilizing ServiceNow.

Aditi Consulting/Microsoft

July 2021 to November 2022

Sr. API Technical Writer (Contract)

- Author Infrastructure Design documentation for Agile Hub/DevOps group.
- Create Markdown files for new API for FHIR TOC online help using Visual Studio Basic for the Microsoft portals.

PayQuicker

June 2020 to July 2021

Sr. API Technical Writer (Contract)

- Design API reference material using OpenAPI/Swagger, Visual Studio Basic, Jira, GitHub, Confluence, JSON, and XML.
- Create and update documentation for developers, architects, and system integrators.

Tranzeal/ServiceNow

April 2019 to May 2020

Sr. Technical Writer (Contract)

- Create new developer best practices, processes, and developer documentation paths utilizing Power Automation Microsoft Dynamics application to create Power BI Alert framework.
- Administer the processing of documents via the established Document Processing Review process.

Cloud Automation Solutions/CollabNet

May 2016 to August 2018

Sr. Technical Writer (Contract)

- Develop tailored information architecture (DITA) to enable content for reuse, translation, and publication.
- Develop topics and maps for the CollabNet SaaS DevOps software options utilizing <oxygen/> XML Author.

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.
- ✎ Compile workflow documentation and other collateral for Support personnel utilizing Adobe FrameMaker and SnagIt.

Cisco Systems (formerly Tidal Software)

June 2007 to July 2013

Sr. Technical Writer

- ✎ Create, maintain, and revise user documentation related to Tidal Workload Automation (TWA) (formerly (Tidal Enterprise Scheduler (TES)) software for performance and compliance solutions involving SAP, PeopleSoft, and Microsoft Exchange Server.
- ✎ Create documentation for Cloud delivery with SaaS for agents and adapters.

JR&R Consulting LLC.

January 1996 to Present

Owner/Technical Writer

- ✎ *Schlumberger* – Manage, author, and edit API documentation for Avocet utilizing Confluence, Jira, C#, GitHub, and XML.
- ✎ *Halliburton* – Author online help, user guides, installation guides, release notes, and marketing collateral.
- ✎ *Thermo Fisher* – Manage all documentation tasks for the integration of HoloLens (VR) with Sample Manager project.
- ✎ *ServiceNow* – Document and manage API code examples and content for NOW platform utilizing Postman and GitHub.
- ✎ *Gimmel* – Author deliverables associated with the Gimmel ERP-Link Suite for SharePoint and SAP.
- ✎ *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 for semiconductor integrated ICs.
- ✎ *Amazon* – Design and create Wickr reference material using Oxygen, Jira, and GitHub.
- ✎ *3dfx Interactive* – Manage all documentation tasks for Voodoo Graphics product utilizing CISC x86 architecture.

SKILLS

LANGUAGES

.NET C#
C++
Java
Python
Markdown
JSON
HTML/XHTML/XML

API DOCUMENTATION

Postman
Swagger
OpenAPI
Apiary
Apigee

VIRTUAL REALITY

Microsoft HoloLens

SOURCE CONTROL

GitHub
Bit Bucket
Subversion
SharePoint
Visual Studio Code
Visual SourceSafe

DATABASE MANAGEMENT

Microsoft SQL Server
PostgreSQL
Apache Cassandra

CRM

Salesforce
Zendesk

COLLABORATION

Figma
GIMP

ERP SOFTWARE

Microsoft Dynamics 365
SAP/SAP Cloud ERP

CLOUD COMPUTING

SaaS/PaaS/IaaS
AWS
Microsoft Azure
Salesforce
HPE

Azure DevOps

YAML Pipelines
PowerShell
Azure DevOps Server

AI

Adobe Firefly
Google AI
ChatGPT

AUTHORING TOOLS

oXygen XML
XMetaL
MadCap Flare

COLLABORATION

Microsoft Exchange Server
Confluence
Postman

METHODOLOGIES

Agile
Waterfall
SCRUM

DATA MODELING

DITA XML
DocBook

ARCHITECTURE

x64/x86

PROFESSIONAL TRAINING/AFFILIATIONS

Certified Professional Technical Communicator (CPTC)

Microsoft Certified Systems Engineer (MCSE)

Microsoft Office Specialist Master Certification (MOS)

Adobe Professional Content Creator

EDUCATION

WT White High School 1988

St. Edward's University*

* 114 hours towards Bachelor of Science in Computer Information Science; GPA 4.0. Dean's List