

# Julia Degnan

## Senior Technical Writer

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Portfolio: [GitHub](#)



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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**.
- Create new developer best practices, processes, and developer documentation paths utilizing **Power Automation** **Microsoft Dynamics** application to create **Power BI** Alert framework.
- Gather and share insights from knowledge captured in reactive events to drive proactive support interventions.
- Acquire, manage, and organize the Organizational Knowledge and Information in **ServiceNow**.
- Document and consolidate working instructions, processes, and procedures using **DevOps** tools and practices.
- 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.

### 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.

**Aditi Consulting/Salesforce**

April 2020 to May 2020

Sr. Technical Writer (Contract)

- Create and update documentation for Salesforce developers, architects, and system integrators.
- Develop, write, edit, and format materials such as technical guides, release notes, and related technical and business process documentation.
- Administer the processing of documents via the established Document Processing Review process.

**Insight Global/Shell Corporation**

September 2018 to March 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 August 2018

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.
- 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).

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