


# Julia Degnan

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

<https://www.linkedin.com/in/juliadegnan/>

Writing Portfolio: [GitHub/juliadegnan](https://github.com/juliadegnan)

 281-253-4510

 [juliaLdegnan@yahoo.com](mailto:juliaLdegnan@yahoo.com)

---

## 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, Banking/Portfolio, Services, Ecommerce, Digital Streaming, and Artificial Intelligence.
- ⌘ .NET development experience, including developing with C#, Visual Studio, Azure, MS SQL Server, and JavaScript
- ⌘ 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)
- ⌘ Background 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 utilizing Confluence.
- ⌘ Create new developer best practices, processes, and developer documentation paths utilizing Power Automation Microsoft Dynamics application to create Power BI Alert framework.
- ⌘ Acquire, manage, and design the organizational knowledge and information in ServiceNow.
- ⌘ Document and consolidate working instructions, processes, and procedures using DevOps tools and practices.
- ⌘ 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.
- ⌘ Create conceptual information and API documentation, utilizing Visual Studio Basic, OpenAPI, and Postman.

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 2019 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 April 2019

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.

## 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 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 documentation 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/Compaq/HP

January 1998 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.

## JR&amp;R Consulting LLC.

January 1996 to Present

Owner/Technical Writer

- ⌘ *Schlumberger* – Manage, author, and edit 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 eLearning.
- ⌘ *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.

## SKILLS

## LANGUAGES

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

## API DOCUMENTATION

REST  
Postman  
Swagger  
OpenAPI  
Apiary  
Apigee  
ReadMe

## DATA MODELING

DITA XML  
DocBook

## SOURCE CONTROL

GitHub  
Bit Bucket  
Subversion  
SharePoint  
Visual Studio Code  
Visual SourceSafe  
Azure DevOps Server  
ServiceNow  
Eclipse

## APP FRAMEWORK

.NET  
Bootstrap  
Apache

## DATABASE MANAGEMENT

Microsoft SQL Server  
PostgreSQL  
Apache Cassandra

## ERP SOFTWARE

Microsoft Dynamics 365  
SAP ERP  
SAP S/4HANA  
SAP Cloud ERP

## CLOUD COMPUTING

SaaS  
PaaS  
AWS  
Microsoft Azure  
Salesforce  
HPE

## CRM

Salesforce  
Zendesk  
HubSpot

## AUTHORING TOOLS

oXygen XML  
XMetaL  
MadCap Flare  
WYSIWYG

## COLLABORATION

Microsoft Exchange Server  
Azure DevOps Server  
Confluence

## CMS

WordPress  
Squarespace

## PROFESSIONAL TRAINING/AFFILIATIONS

Society for Technical Communication (STC)

Microsoft Certified Systems Engineer (MCSE)

Microsoft Office User Specialist (MOUS)

- ⌘ Corporate course work in business practices, management skills, computer hardware and software, various operating systems and applications, and technical writing.

## EDUCATION

Kilgore College, 1988-1989

Austin Community College, 1990-1993

St. Edward's University, 1994-1995

University of Houston, 1996

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