JULIE VILLARREAL
TECHNICAL COMMUNICATION SPECIALIST

About
North Dallas, Texas
jv1564@yahoo.com
469-64-JULIE
LinkedIn Profile
Writing Samples
Skills: Core | Soft
Key Achievements

Roles
Technical Writer/Editor
Information Architect
Knowledge Specialist
Process Analyst
University Instructor

Skills
Content Management
Documentation as Code
Software Delivery Life Cycle
ITIL | CMMI | Agile | Diátaxis
User Experience (UX)

Tools
Adobe Acrobat
Camtasia
Confluence
Excel
GitHub | GitLab
Jira
Lessonly
Madcap Flare
Master Control
PowerPoint
Publisher
ServiceNow
SharePoint
Snagit
Visio
Visual Studio Code
Word

Education
Master of Arts
English, ESL Specialty
University of North Texas

Bachelor of Arts
English, Spanish Minor
University of North Texas

EXPERIENCE

Sr. Technical Writer — Edgio — Feb 2015 – Sep 2024

- Converted existing internal and user content to markdown and continuously improved the text and UX of Delivery and Uplynk client guides to achieve Documentation-as-Code for all Edgio technical collateral on docs.edg.io
- Developed process documentation and SOPs for change management, information security, compliance, legal, support, content management
- Designed a comprehensive SDLC per ITIL best practices and compliance protocols; each phase included roles and responsibilities, a high-level process diagram, tasks details, RACI matrix
- Liaised with customer-interacting teams to identify and incorporate improvements to product documentation; with this feedback, implemented effective content strategy to plan, create, deliver, and manage content to meet specific business goals and user needs, align content with Edgio's objectives, and ensure that the appropriate and accurate information was provided to the right audience at the right time in the most effective format
- Collaborated cross-functionally with Product, Engineering, and Development teams to update Delivery and Uplynk user manuals with each release; implemented review process
- Edited and proofread existing and peer documentation; established a style guide to enforce grammatical standards for client-facing sites and documents
- Maintained the content on Delivery and Uplynk documentation portals and the file structure via the content-management system, MadCap Flare; implemented structured authoring and single sourcing to organize content based on predefined rules and structures
- Customized technical collateral for specific and eclectic audiences: executives, technical re-sources, support, sales engineers, new-hires, end users, prospective clients, including API guides, HTML emails and templates, documentation portals, PDF forms, blogs, presentations, tutorial videos, welcome letters, user and support guides, quick references, contextual help

Sr. Technical Writer (Contractor) — Verizon — Feb 2014 - Feb 2015

- Documented internal processes and procedures; compiled System Security Plan (SSP) for FedRAMP compliance for a new cloud environment; collaborated with engineers and SMEs across the globe to develop SSP and associated documentation
- Created matrices with interactive dashboards and reports; integrated data from multiple sources to list and track various project statistics; built a user interface to manipulate dash-board data and graphics to display project tasks by priority, status, team, number of business days past due, number of business days from *Open* to *Closed*, etc.
- Outlined detailed processes across multiple teams using ITIL standards; diagrammed high-level and sub-processes with corresponding task descriptions, input, output, and responsible and accountable resources (ARCI matrix)

Sr. Technical Writer (Contractor) — Mary Kay, Inc. — Oct 2012 - Dec 2013

- Constructed flow diagrams and outline SOPs for all Information Services and Technology (IST) systems and applications consistent with ITIL best practices
- Interviewed SMEs to identify and document detailed work instructions for all IST teams and the network operations center
- Combined data from multiple team resources into a single report so management could easily track project status
- Created the document-control process for the IST department, including the policies, procedures, work instructions, style guide, and all end-user materials, for document creation, revision, retirement, and archiving using ITIL best practices

Mgr. of Document Control — med fusion (now Quest Diagnostics). — Oct 2009 - Jul 2012

- Oversaw document control and training for three separate business entities to ensure full compliance with business objectives and all applicable federal regulations, including FDA 21 CFR Part 820, FDA 21 CFR Part 11, and ISO 13485
- Single-handedly designed, configured, validated, piloted, implemented, and trained all users in MasterControl, the organization's document-management system
- Designed templates for SOPs, instrument and equipment logs, maintenance checklists, test results, safety procedures and protocols, MSDSs, and personnel, training, and competency records