

JULIE VILLARREAL

TECHNICAL COMMUNICATION SPECIALIST

Roles

Technical Writer/Editor
Information Architect
Process Analyst
University Instructor

Skills

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

Tools

Adobe Acrobat
Camtasia
Confluence
Excel
GitHub | GitLab
Jira
Lessonly
Madcap Flare
PowerPoint
Publisher
ServiceNow
SharePoint
Visio
Word

Education

Master of Arts

English, ESL Specialty
University of North Texas

Bachelor of Arts

English, Spanish Minor
University of North Texas

About

North Dallas, Texas
jv1564@yahoo.com
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LinkedIn Profile
Writing Samples



EXPERIENCE

Sr. Technical Writer

Edgio

Feb 2015 – Sep 2024

- Marked down 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 internal processes and SOPs for change management, information security, compliance, legal, support, document 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 implement improvements to product documentation
- Collaborated with Product, Engineering, and Development teams to update Delivery and Uplynk user guides with each release; implemented review process
- Established and enforced style and grammatical standards for client-facing sites and documents
- Maintained the content on Delivery and Uplynk documentation portals and the file structure via the document-management system, MadCap Flare
- Customized technical collateral for specific and eclectic audiences: executives, technical re-sources, support, sales engineers, new-hires, end users, prospective clients
- Created customer collateral: API guides, HTML emails and templates, documentation portals, PDF forms, blogs, presentations, tutorial videos, welcome letters, user and support guides, quick references, contextual help
- Marked down and published content to internal GitLab and public GitHub repositories
- Served as backup Change Manager; assisted Change Manager to develop and publish policies and procedures; created and sent customer notifications for impacting changes

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