

Kendra Johng

Senior Technical Writer

Ogden, UT

[Email](#) | [GitHub](#) | [LinkedIn](#)

EDUCATION & CERTIFICATIONS

- Certified Department of Homeland Security (DHS) Trusted Tester | DHS OAST | 2023
- Authoring Accessible Documents Certification | The Office of Accessible Systems & Technology (OAST) | 2022
- Six Sigma Green Belt (SSGB) | Villanova | 2021
- Associate Safety Professional (ASP) | Board of Certified Safety Professionals | 2020
- Bachelor of Science, Public Health | University of Arizona | 2016

EXPERIENCE

Senior Technical Writer and Project Manager | Systalex | January 2024 – Present

- Manager of the Systalex Documentation Team
- Manager of the Systalex User Interface (UI)/User Experience (UX) Team (January 2025 – Present)
- Project Manager for a contract with the Environmental Protection Agency (EPA) Office of Acquisition Solutions (OAS)
- Lead writer, editor, and document manager for EPA clients. Projects include:
 - EPA's Drinking Water State-Federal-Tribal Information Exchange System (DW-SFTIES)
 - EPA's Office of Water (OW) Drinking Water Infrastructure Development Division (DWIDD) contracts
 - EPA's Office of International and Tribal Affairs (OITA) General Assistance Program (GAP) Hub
- Performing 508 testing by following the Web Content Accessibility Guidelines (WCAG) for applications and providing results to EPA
- Reviewing Figma UI wireframes and prototypes produced by the UI/UX designers according to the application design specifications
- Developing and maintaining documentation metrics, status trackers, risk trackers, internal document review workflows, and issue trackers via Microsoft Teams Apps (Planner, Lists, Workflows, SharePoint, etc.)
- Supporting change management activities, managing documentation change requests, and ensuring compliance with company and client writing standards
- Creating and reviewing Jira tasks, attending and leading daily Scrum meetings, updating Confluence documentation, and performing monthly Jira exports to include all Systalex project development activities for required financial reporting
- All responsibilities listed for the Lead Technical Writer position below

Technical Editor II (Part-Time Contractor) | Vector Resources, Inc | September 2023 – Present

- Supporting VRI clients such as the Department of Energy (DOE) / Argonne National Laboratory (ANL) and the Federal Emergency Management Agency (FEMA)
- Technical editing and reviewing Word, PowerPoint, and PDF files
- Performing accessibility checks and correcting errors to deliver final files that are 508-compliant

Lead Technical Writer | Systalex | October 2021 – December 2023

- Collaborated with clients, subject matter experts (SMEs), architects, data analysts, developers, etc. to create illustrative materials (diagrams, flowcharts), write manuals (user manuals, operational specifications, technical procedure manuals), manage client deliverables, analyze project risks, and track project performance metrics
- Wrote both detailed and simplified technical documentation such as user guides, installation guides, release notes, data entry instructions, test cases, analysis papers, and other project artifacts for application development
- Established company writing standards and processes, started project document repositories, implemented an efficient document management system, and prepared document templates and style guides
- Created review and approval workflows, a risk management process, and a change management process
- Conducted quality review of documentation for accuracy, clarity, and consistency
- Facilitated document review meetings with internal and external stakeholders, and provided regular status updates to project managers and clients
- Trained and mentored a Systalex staff technical writer on company and client writing standards and processes
- Followed Agile methodology, good documentation practices, and EPA standards

Skills: Jira, Confluence, Trello, Microsoft Word, Excel, PowerPoint, SharePoint, Teams, Power Automate, Visio, Adobe Acrobat, FrameMaker, Google Workspace, GitHub, Notion, Figma, draw.io, VS Code, HTML, CSS, JS, XML, Snagit, ANDI, MadCap Flare, Articulate (360, Rise)

Technical Writer | Western Growers | October 2019 to October 2021

- Wrote SOPs, and designed document templates, presentations, and facilitator guides for training
- Facilitated working meetings with claims and customer service department managers, supervisors and SMEs
- Improved internal processes by establishing a document review and approval process via SharePoint Workflow

Environmental Health and Safety Specialist Consultant | BSI EHS Services and Solutions | May 2018 to October 2019

- Conducted safety trainings and inspections, participated in incident investigations, and managed incident reporting systems
- Recorded findings and prepared recommendations for revising safety procedures in accordance with local/state/federal regulations (OSHA, CalOSHA, etc.)
- Documented SOPs, safety forms, and EHS policies such as EAPs, IPPs, CHPs, etc.
- Managed chemical inventory databases and new chemical/equipment approval requests

Environmental Health and Safety Specialist | Gilead Sciences | July 2017 to May 2018

- Lead the development of Job Safety Analyses for all departments, wrote new Lock-out/Tag-out procedures for the maintenance department, and edited SOPs for the EHS department
- Developed training materials for the environmental management system software

Technical Writer | Gilead Sciences | January 2017 to July 2017

- Created SOPs and revised manufacturing documentation, forms, bill of materials, and batch material records in alignment with Gilead's Quality System
- Analyzed data and presented monthly metrics for manufacturing documentation status