

# Kendra Johng

Senior Technical Writer

Ogden, UT

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

## EDUCATION & CERTIFICATIONS

- Certified 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 (2017 – Present)

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

- Manager of the Systalex Documentation Team
- Manager of the User Interface (UI)/User Experience (UX) Team
- Project Manager for a contract with the Environmental Protection Agency (EPA) Office of Acquisition Solutions (OAS)
- Lead writer, editor, and document manager of multiple deliverables 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 as a DHS Trusted Tester for the GAP Hub web application and provided results to EPA
- Developing and maintaining documentation status trackers, project risk trackers, internal document review workflows, and issue trackers
- Supporting change management activities, managing documentation change requests, and ensuring compliance with company and client writing standards
- Utilizing various project management tools, such as Microsoft Teams Planner, Microsoft Teams Lists, Jira, Confluence, Trello, Notion, and Figma
- Regularly reviewing Jira tickets, 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

### Lead Technical Writer | Systalex | October 2021 – December 2023

- Facilitated document review meetings with internal and external stakeholders, and provided regular status updates to project managers and clients
- Collaborated with clients, subject matter experts (SMEs), architects, data analysts, developers, etc. to create process flowcharts, write Standard Operating Procedures (SOPs), manage client deliverables, analyze and mitigate 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, and other project artifacts for application development
- Established company writing standards and processes, started project document repositories, implemented an efficient document management system, prepared document templates, created review and approval workflows, a risk management process, and a change management process
- Reviewed documentation for accuracy, clarity, and consistency
- Trained a new Systalex staff technical writer on company and client writing standards and processes
- Researched methods for improving internal/external processes

### Technical Writer | Western Growers | October 2019 – 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

More information about previous jobs and corresponding responsibilities from January 2017 through October 2019 are detailed on my portfolio website [here](#).