

LAURENCE C. FINN

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Experienced NASA/DHS technical writer specializing in clear and concise documents for aerospace and IT

SUMMARY OF QUALIFICATIONS

- Fourteen years of experience with writing, editing, and publishing technical documents for NASA archives.
- Fluency with technical terms and concepts used in electrical, mechanical, and aerospace engineering as well as IT.
- Exceptional ability to work with subject-matter experts to produce highly technical documents that are user-friendly and relevant to a target audience.
- Keen understanding of government practices and regulations, including export control procedures, proprietary information control, and sensitive-but-unclassified (SBU) documentation.
- ITIL v4 Foundation Certified

TECHNICAL EXPERTISE

Authoring Software:	Microsoft 365 (Word, Outlook, Excel, OneNote); Microsoft Project; Adobe FrameMaker; Adobe Creative Cloud; Visio
Operating Systems:	Windows 10; Mac OSX; iOS/Android; GNU/Linux.
Programming Languages:	HTML, Markdown, API Documentation (XML/JSON)
Databases/Version Control:	ServiceNow; Git/Github; Access; Microsoft SharePoint

PROFESSIONAL EXPERIENCE

Salient CRGT (contracted to the Department of Homeland Security)

Stennis Space Center, MS

Technical Writer

February 2020 to Present

Provides technical writing support for the USCIS Service Desk. Lead for Knowledge Management.

- Implements process improvements and interfaces with government customers as lead for Knowledge Management.
- Creates/maintains articles in ServiceNow Knowledge Base with subject matter expert input.
- Supports Problem Management by contributing to and editing Root Cause Analyses (RCAs).
- Creates new templates, process flowcharts, standard operating procedures (SOPs), and After Action Reports (AARs) for the Service Desk, Critical Incident Response Team (CIRT), and other departments.
- Designs new ServiceNow features with development team and civil servants.
- Provides technical writing training for administrative assistants in Knowledge Management.

ARES Corporation (contracted to NASA)

Houston, TX

Technical Writer

February 2013 to February 2020

Produced archival technical documents for the NASA ISS Safety Review Panel and Payload Safety Review Panel.

- Hired as incumbent from JES Tech after successful completion of contract.
- Distilled highly technical engineering discussions into informative, readable formats for archival purposes.
- Maintained operational metrics for ISS Safety Review Panel and Payload Safety Review Panel published documents.
- Coordinated with subject-matter specialists, and international partners from Canada, Japan, and Russia to produce archival documents.
- Used a full suite of Microsoft and Adobe products to create highly technical documents and drive process improvements.
- Developed and implemented a custom training plan for new technical writers.

San Jacinto College (Central and South Campuses)

Houston, TX

Part-Time Adjunct Professor

January 2014 to December 2019

In addition to full-time NASA responsibilities, taught Technical and Business Writing (ENGL 2311) and Composition I (ENGL 1301).

- Instructed and guided students with manuals, proposals, cover letters, resumes, and academic essays.
- Led class discussions while emphasizing student involvement and personal responsibility.

JES Tech (contracted to SAIC and NASA)

Houston, TX

Technical Writer

August 2006 to February 2013

Produced archival technical documents for the NASA ISS Safety Review Panel and Payload Safety Review Panel.

- Distilled highly technical engineering discussions into informative, readable formats for archival purposes.
- Designed a new template for archival documents across all safety panels, to increase publication turnaround times and improve cross-training.
- Developed training documents for use by other technical writers and administrative assistants.
- Coordinated with subject-matter specialists, and international partners from Canada, Japan, and Russia to produce archival documents.
- Used Visio to diagram processes for a process-improvement (Six Sigma) activity.
- Created a new “technical writing test” to assess incoming employees.

CERTIFICATIONS AND TRAINING

- ITIL v4 Foundation Certified
- Member of the Society for Technical Communication (STC)
- Completed courses in: Argumentative Writing, Editing, Technical Writing, Advanced Exposition, Grammar, Pedagogical Practices, API Technical Documentation (XML/JSON)

EDUCATION

University of Florida

Summer 2006

Bachelor of English

University of Houston – Clear Lake

December 2011

Master of Literature