LAURENCE CHRISTOPHER FINN

Biloxi, Mississippi • 281-905-2337 • Laurence.c.finn@gmail.com

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. Functions as lead for Knowledge Management.
- Develops articles for the USCIS/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.
- Designs new ServiceNow features with development team and federal customers.
- 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.
- Coordinated with subject-matter specialists and international partners from Canada, Japan, and Russia.
- Used a full suite of Microsoft and Adobe products to create highly technical documents.
- 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**
Assigned to Technical and Business Writing (ENGL 2311) and Composition I (ENGL 1301).
- Taught students how to write 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.
- Developed training documents and a "technical writing test" to assess incoming employees.
- Used Visio to diagram processes for a process-improvement (Six Sigma) activity.

TECHNICAL EXPERTISE

Authoring Software:	Microsoft 365 (Word, Excel, Outlook, OneNote, PowerPoint); 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

CERTIFICATIONS AND TRAINING
- ➢ ITIL v4 Foundation Certified
- ➢ Member of the Society for Technical Communication (STC)

EDUCATION

University of Florida   **Summer 2006**
Bachelor of English

University of Houston – Clear Lake   **December 2011**
Master of Literature