

# LAURENCE CHRISTOPHER FINN

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## PROFESSIONAL EXPERIENCE

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### 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 an improvement (Six Sigma) activity.

## TECHNICAL EXPERTISE

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

## CERTIFICATIONS AND TRAINING

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- ITIL v4 Foundation Certified
- Member of the Society for Technical Communication (STC)

## EDUCATION

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### University of Florida

Summer 2006

Bachelor of English

### University of Houston – Clear Lake

December 2011

Master of Literature