

LAURENCE CHRISTOPHER FINN

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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, 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

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