

LAURENCE CHRISTOPHER FINN

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PROFESSIONAL EXPERIENCE

Leidos (contracted to the Department of Defense)

Houston, TX (Remote)

Technical Writer

March 2022 to Present

Provides technical documentation for DoD Human Resources Civilian Management System (DCHRMS) App Support.

- Drafts cybersecurity documents, including business impact analyses, disaster and contingency plans, incident response plans, system runbooks, and threat models.
- Creates and edits software specifications, release notes, user manuals, and user acceptance test instructions.
- Draws component diagrams, networking diagrams, process flow charts, and system reference architectures using Visio and Draw.io.
- Applies software development knowledge to create coding standards for C#/.NET.
- Assists quality assurance by identifying use cases, test cases, and business rules for DoD applications.
- Creates reports using Oracle Transactional Business Intelligence (OTBI) and SQL to track data loads for an Oracle Fusion Cloud application.

Leidos (contracted to the United States Army)

Houston, TX (Remote)

Technical Writer

October 2020 to March 2022

Provided technical documentation for the Army Medical Operational Data System (MODS).

- Created software requirements, release notes, and user guides for MODS applications.
- Performed functional analysis and data fixes by writing and executing SQL queries using Microsoft SSMS.
- Contributed to the Agile/Scrum software development process during sprint planning, daily scrums, and sprint review.

Salient CRGT (contracted to the Department of Homeland Security)

Stennis Space Center, MS

Technical Writer

February 2020 to October 2020

Provided technical documentation for the USCIS Service Desk.

- Created instructions/user guides for the USCIS/ServiceNow Knowledge Base with SME input.
- Supported Problem Management by contributing to and editing root cause analyses (RCAs).
- Drafted new templates, process flowcharts, standard operating procedures (SOPs), and after-action reports.
- Created ServiceNow/JavaScript files to perform mass data updates on the Knowledge Base.

ARES Corporation (contracted to NASA)

Houston, TX

Technical Writer

February 2013 to February 2020

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

- Interviewed subject-matter experts (SMEs) and international partners from Canada, Japan, and Russia.
- Produced meeting minutes and other technical products in support of NASA Safety and Mission Assurance.

JES Tech (contracted to NASA)

Houston, TX

Technical Writer

August 2006 to February 2013

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

- Distilled highly technical engineering discussions into informative, readable documents.
- Created training documents and a technical writing assessment for incoming employees.

EDUCATION

Champlain College

December 2023

Bachelor of Science, Software Development

University of Houston – Clear Lake

December 2011

Master of Arts, Literature

TECHNICAL EXPERTISE

Authoring Software/IDEs: Adobe Creative Cloud; Eclipse; IntelliJ; Madcap Flare; Microsoft 365; PyCharm; Visio; Visual Studio; VS Code

Agile Tools/Version Control: Git/GitHub/GitLab; Jira; Microsoft SharePoint; ServiceNow

Database Technologies/Skills: Entity Relationship Diagraming (ERD), MySQL Workbench, Microsoft SQL Server Management Studio (SSMS) 2016/2019/2022, Oracle SQL Developer

Programming Languages: ASP.NET, Bash/Linux Shell Scripting, C++, C#, HTML/CSS, Java, JavaScript/jQuery, JSON, Python, SQL, XML

CERTIFICATIONS

CompTIA Security+, ITIL v4 Foundation, Scrum Master, Scrum Product Owner

RELEVANT COURSEWORK

Cybersecurity: Cloud Computing Security, Operating System Security, Security Scripting

Software Development: Advanced Python, Applied Software Practices, C++ Programming I & II, Discrete Mathematics, Data Structures and Algorithms, Java Programming I, Linux/Unix Programming I, Operating Systems Architecture

Computing and IT: Enterprise Database Systems, Foundations of Project Management, Relational Database Design & SQL, Usability in Web Development