

# LAURENCE CHRISTOPHER 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

<b>Authoring Software:</b>	Microsoft 365 (Word, Outlook, Excel, OneNote); 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

## 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**

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- 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**

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**University of Florida**

**Summer 2006**

Bachelor of English

**University of Houston – Clear Lake**

**December 2011**

Master of Literature