LAURENCE CHRISTOPHER FINN

Houston, Texas • 281-905-2337 • Laurence.c.finn@gmail.com

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.
- Creates and edits software specifications, release notes, user manuals, and user acceptance test instructions.
- Drafts business impact analyses, disaster and contingency plans, and incident response plans for cybersecurity.
- Assists quality assurance by identifying use cases, test cases, and business rules for DoD applications.
- Holds Public Trust Clearance (ADP/IT2).

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 by creating SQL queries, state machines, BI Suite reports, and DEI/navigation.

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.

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.

TECHNICAL EXPERTISE

Authoring Software:	Adobe Creative Cloud; Madcap Flare; Microsoft 365 (Word, Excel, Outlook, OneNote, PowerPoint); Visio
Programming Languages:	C++, HTML, Java, Python, SQL
Agile Tools/Version Control:	Git/Github; Jira; Microsoft SharePoint; ServiceNow
Certifications:	ITIL v4 Foundation, Leidos Scrum Master, Leidos Scrum Product Owner

EDUCATION

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

University of Florida   **August 2006**
Bachelor of Arts, English