Laurence C. Finn

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***Experienced NASA/DHS technical writer skilled in producing 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.
* Experience with style guides based on the Government Printing Office (GPO) Style Manual.

### Technical Expertise

**Authoring Software:** Microsoft Office 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

### 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.

**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, teaches Technical and Business Writing (ENGL 2311) and Composition I (ENGL 1301).

* Instructs and guides students with manuals, proposals, cover letters, resumes, and academic essays.
* Leads 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

* ITIL v4 Foundations 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**

**University of Florida Summer 2006**

## Bachelor of English

**University of Houston – Clear Lake December 2011**

Master of Literature

**Keywords:**

Technical writer, writer, copyeditor, technical editor, editor, grant writer, legal writer, professional writer