

Lilly Grohman

Summary Award-winning senior technical writer specializing in concise communication of technical concepts to cross-functional, diverse audiences from rocket scientists to SaaS end users.

Highlights and Skills

- Served on the documentation team for the Space Shuttle Columbia Accident Investigation Board (CAIB)
 - Experienced project leader and change manager
 - Experienced in Agile methodology
 - Documentation for APIs, SaaS and on-premise products
 - MadCap Flare, Snagit, Camtasia, Postman, and Microsoft Office Suite
 - Azure DevOps, Jira, Confluence
 - GitHub Desktop and CLI
 - XML, HTML, CSS, markdown, and docs-as-code
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Experience

Ivanti, Inc. 2021-2024

- Planned and produced feature content and release notes for eight products on a quarterly release schedule in collaboration with product teams.
- Developed and produced use cases and technical specifications in coordination with customer support and product management.
- Led transition to Github for version control for a team of 35 writers covering over 100 products across more than 25 repositories.
- Use customer feedback and input from customer support to continuously improve existing documentation.
- With QA and customer support, performed green-user testing to identify and report product bugs.
- Documented third-party integration with SSO authorization between ServiceNow and Ivanti Application Control for internal and external audiences.
- Planned and executed a project to implement context-sensitive help for Ivanti Voice.
- Mentored and trained incoming technical writers.
- Led a project to identify and document process interactions between the technical communications group and product management, software developers, QA, and customer support.

Clever Girl Consulting 2013-2021

- Planned and executed marketing campaigns.
- Wrote and edited technical documentation in accounting and trademark
- Researched and learned the basics of cybersecurity, Linux, and Python.
- Researched and developed an incident coordination procedure for

NASA - Johnson Space Center 1998-2011 (GHG, HEI, Barrios, SAIC)

- Documented reviews and findings for the Space Shuttle CAIB Fault Tree Technical Review Team.
- Developed cross-functional process improvements resulting in 80% reduction in scheduling time for the NASA Orion Project's engineering
- Developed and implemented a logistics plan for Orion's Major Reviews Team, including international coordination between space agencies.
- Mentored and trained incoming technical writers.
- Created engineering project plans and proposals on time and under pressure
- Developed and implemented an accredited quality management system (AS9100) and achieved certification on schedule with no findings.

Education

Iliff School of Theology - Currently pursuing Master of Theological Studies
University of Houston - Clear Lake - Bachelor of Arts, Literature