# STACEY ONAYIGA

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## SUMMARY

Experienced Technical Writer with a focus on software documentation for information technology and biotechnology industries. Over 13 years of experience with a proven track record in refining and implementing document control processes, as well as creating clear and concise technical documentation for complex products and platforms. Seeking the position of Senior Technical Writer to leverage expertise in translating complex technical concepts into user-friendly content that enhances the user experience and supports the company's product offerings.

## EXPERIENCE

**Document Control Lead, QA QCS Technical Writer**
**ICON Strategic Solutions** **May 2023 - Present, Boston, MA**

- As a lead technical writer within R&D Quality group, collaborated, consulted, and supported cross-functional teams to streamline and simplify technical documentation processes for Takeda Research and Development (R&D), utilizing advanced skills in content management systems.
- Designed and implemented a comprehensive document control strategy that managed hundreds of technical documents, enhanced retrieval efficiency by 30%, and ensured 100% compliance with QA/QC standards.
- Developed and maintained project timelines, milestones, and writing activities utilizing project management software tools such as Monday.com.
- Collaborated with multiple stakeholders including document, content, and process owners to author and manage controlled documents (SOPs, TOOLs, FORMs, and Master Batch Records (MBRs)) within the R&D organization, ensuring compliance with regulatory standards.
- Designed and curated a comprehensive research and development writing style guide for the R&D Quality group, increasing document branding accuracy and consistency.
- Collaborated with cross-functional team members, subject matter experts, and reviewers to consistently deliver high-quality products.
- Led and facilitated weekly meetings with a technical writing group to improve internal processes and maintain documentation accuracy and adherence to style guide.
- Maintained data accuracy by managing metadata in document management system for over 500 documents, enabling efficient information architecture mapping.
- Led a team of writers to develop comprehensive technical writing guidelines and best practices.

**Technical Writer**
**PillPack, Amazon Pharmacy** **March 2022 - March 2023, Arlington, VA**

- Enhanced and standardized documentation for internal processes on the PillPack fulfillment floor.
- Converted 70% of Pillpack SJIs to XML metalanguage in Q3 and Q4, enabling single sourcing and content reuse for process documentation consistency.
- Collaborated with software development engineers within Amazon Pharmacy tech teams to enhance API documentation.
- Researched and analyzed API documentation to identify pain points and improve customer experience.
- Mentored technical writing team on the basics of good API documentation and how to successfully write for APIs.
- Analyzed and optimized internal packaging and fulfillment processes by reviewing existing process paths and associated documentation, resulting in an overall reduction in medical related errors/events (MREs) with respect to Amazon Pharmacy medications and prescription fulfillments.
- Established a standard Service Level Agreement (SLA) for developing procedural documents (SJIs) to support Pillpack fulfillment, ensuring timely delivery of documentation requests and adherence to scope and deadlines.
- Partnered with stakeholders throughout Amazon Pharmacy Services to support initiatives to elevate, standardize, and host Amazon Pharmacy documentation across Rx Billing, Rx Billing, and Rx Acquisition.

**Technical Writer - Medical/Clinical**
**Amazon Laboratories** **November 2020 - March 2022, Arlington, VA**

- Collaborated with key stakeholders to globalize and standardize clinical processes across laboratory sites nationwide.
- Utilized technical writing skills to develop standardized documentation for processes and procedures.
- Implemented a robust training program for fulfillment staff on the importance of adhering to updated documentation practices, resulting in improved compliance and overall document quality within the medical/clinical environment.
- Executed quality control protocols that improved version control accuracy throughout the documentation lifecycle process, ensuring adherence to industry standards.
- Employed expertise in medical terminology and documentation standards to effectively support laboratory personnel in managing clinical information.
- Drove efforts with on-site clinicians, compliance, and quality stakeholders to ensure laboratory related documentation adhered to the highest level of CLIA and CAP regulatory standards.

**Technical Writer**
**Medtronic** **July 2014 - October 2020, Fridley, MN**

- Organized and designed clear, concise instructional materials for the safe and proper use of life-saving products and therapies for the nationally recognized Medtronic Restorative Therapies Group.
- Led development and implementation technical documentation efforts for a New Product Introduction (NPI) programmer app for Pelvic Health InterStim therapy, enabling enhanced clinician programming and discreet patient usage of a Medtronic device.
- Mentored and lead technical writing team members through internal initiatives to enhance current processes and practice efficiencies.
- Lead design phase reviews for labeling product deliverables and generate labeling according to intended use of product.
- Developed labeling product requirements to drive robust and comprehensive labeling for target audiences.
- Maintained compliance with federal and international regulations, including FDA and TUV standards, resulting in a 100% adherence rate in the creation of technical documentation.
- Lead project meetings to convey labeling development status, inter-dependencies, production issues, and timeline impacts.
- Initiated and implemented department objectives to standardize ISO symbol use for product labeling.

**Technical Writer**
**Digi International** **September 2011 - July 2014, Minnetonka, MN**

- Self-education on HTML/CSS programming; translated pdf manuals into new, interactive HTML content.
- Generated XML/HTML-based web content for XBee cellular modems using software programs such as Dreamweaver.
- Created Quick Start guides for Connectcore gateway using Adobe Illustrator.

## EDUCATION

**Master of Arts in Health and Human Service Administration**
Saint Mary's University of Minnesota • Twin Cities • 2015

**Bachelor of Science in Scientific and Technical Communication**
University of Minnesota • Twin Cities • 2011

## SKILLS

| | | |
|---|---|---|
| Adobe FrameMaker | Adobe Dreamweaver | Markdown |
| Jira | Git | Python |
| Oxygen XML Editor | Open source APIs | Adobe Illustrator |
| DITA | API documentation | Adobe InDesign |
| JSON | Software documentation | SharePoint |
| HTML/XML/CSS | Notepad++ | FrameMaker |
| Microsoft Office Suite | SourceTree | Asana |
| Agile project development | VS Code | Monday.com |