Stacey Onayiga

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https://onayiga.github.io/technical-writing-portfolio/

SUMMARY

Experienced Senior Technical Communications professional with a robust background in technical content creation and information architecture management for information technology, medical device, clinical research, and pharmaceutical industries. Over 10+ years of experience with a proven track record in creating and refining document control processes, as well as leading and supporting bdrfcfttft5trt usiness functions to create quality documentation for complex products, platforms, and quality processes in highly regulated environments.

EXPERIENCE

Senior Technical Writer (Contract) **June 2024 - Present, McLean, VA**
Enterprise Platforms Technology, Capital One Technology
Capital One Technology is a cloud-first, AI-driven organization and innovative leader within financial technology. As the technology engine behind Capital One, a leading financial institution known for its credit cards, banking, and lending services, Capital One Technology leverages data, machine learning, and advanced cybersecurity to enhance customer experiences and financial security.

- Reviewed and copy-edited draft readme content from developers for adherence to templates, identifying content gaps and ensuring clarity, conciseness, and correctness in grammar and typos without altering technical accuracy.
- Utilized GitHub, Git, Markdown, and HTML 5 to produce and maintain high-quality technical documentation for developers and highly technical audiences.
- Communicated complex topics clearly, organized information logically and effectively for ease of understanding.
- Worked closely with the Developer Portal Team, supporting a developer portal user interface relied on by over 10,000 developers daily.
- Ensured all documentation adhered to Developer Operations (DevOps) and Software Development Life Cycle (SDLC) practices and standards.
- Maintained a comprehensive knowledge management system within Capital One Technology, specifically within shared services technology.

Document Control Lead, QA QCS Technical Writer
ICON Strategic Solutions **May 2023 – June 2024, Boston, MA**
Recognized for its strategic consulting and solutions expertise in clinical research and pharmaceutical domains, ICON Strategic Solutions is renowned for optimizing clinical trial processes, ensuring regulatory compliance, and enhancing drug development efficiencies. The organization's commitment to quality services, innovative technologies, and collaborative partnerships underscores its reputation for delivering successful clinical outcomes and driving industry advancements.

- Led as the lead technical writer in the R&D Quality group, fostering collaboration, consultation, and support across teams to streamline and simplify technical documentation processes for Takeda Research and Development (R&D).
- Developed and managed project timelines, deliverables, and stakeholder communications, using tools like Monday.com to track progress and mitigate risks.
- Consulted with leadership teams, providing technical writing expertise to support redesign of internal processes, improving operational efficiency.
- Initiated and executed a comprehensive document control process for technical documents, boosting retrieval efficiency by 30%, and maintaining 100% GxP compliance.
- Regularly engaged with stakeholders including document and process owners to author and manage controlled documents within R&D, upholding regulatory compliance standards consistently.
- Created and refined a comprehensive research and development writing style guide for R&D Quality, ensuring precise document branding and consistency across all materials.
- Fostered collaboration among cross-functional team members, subject matter experts, and reviewers to consistently deliver high-quality products, showcasing effective leadership and team coordination skills.
- Led weekly meetings with a technical writing staff, driving improvements in internal processes and maintaining documentation accuracy and adherence to the established style guide.

- Ensured data accuracy by managing metadata within the internal document management system, facilitating efficient information architecture mapping and retrieval.

Technical Writer
PillPack, Amazon Pharmacy **March 2022 - March 2023, Arlington, VA**
PillPack provides an innovative approach to pharmacy services, specializing in personalized packaging and delivery of medications for improved medication management. As a subsidiary of Amazon, PillPack leverages advanced technology and customer-centric strategies to simplify the prescription fulfillment process, providing convenience and peace of mind to customers managing complex medication regimens.

- Led efforts to enhance and standardize internal process documentation utilized within PillPack fulfillment, ensuring clarity and consistency across procedures.
- Championed the conversion of 70% of PillPack SJIs to XML metalanguage during Q3 and Q4, paving the way for single-sourcing and content reuse, enhancing process documentation consistency.
- Collaborated closely with Amazon Pharmacy Tech teams' software developers, stakeholders, and engineers to improve API documentation, aligning technical details with user needs effectively.
- Conducted in-depth research and analysis of API documentation to pinpoint areas for improvement, enhancing the overall customer experience, user experience, and satisfaction.
- Implemented a robust training program for fulfillment staff, emphasizing the importance of adhering to updated documentation practices. This initiative resulted in improved compliance and overall document quality within the medical/clinical environment.
- Planned and coordinated initiative to enhance Runbook documentation for better reference and searchability; created gold standard Runbooks exemplar to pilot developer and IT support issues.
- Provided mentorship to the technical writing team, imparting foundational skills for crafting API documentation.
- Streamlined internal packaging and fulfillment processes by reviewing existing workflows and associated documentation, resulting in a notable reduction in medical-related errors/events (MREs) concerning processes for fulfilling Amazon Pharmacy medications and prescriptions.
- Instituted a standardized Service Level Agreement (SLA) for developing procedural documents (SJIs), supporting Pillpack fulfillment by ensuring prompt delivery of documentation requests while adhering to scope and deadlines.
- Forged partnerships with stakeholders across Amazon Pharmacy Services, contributing to initiatives aimed at elevating, standardizing, and centralizing Amazon Pharmacy documentation across key areas such as Rx Billing, Rx Billing, and Rx Acquisition.

Technical Writer - Medical/Clinical
Amazon Laboratories, Amazon **November 2020 - March 2022, Arlington, VA**
Amazon Laboratories is recognized for its cutting-edge advancements in diagnostic technologies and healthcare innovation. Leveraging Amazon's vast resources and expertise, Amazon Laboratories focuses on developing state-of-the-art diagnostic tools, research methodologies, and data analytics to revolutionize healthcare delivery. The organization's commitment to precision, efficiency, and patient-centric approaches positions it as a leader in driving transformative changes in the healthcare and life sciences industries.

- Led collaboration with key stakeholders to globalize and standardize clinical processes across laboratory sites, fostering alignment and consistency in operations.
- Utilized advanced technical writing skills to develop and implement standardized documentation for processes and procedures, while continuously upholding CAP and CLIA requirement standards.
- Executed quality control protocols to improve version control accuracy throughout the documentation lifecycle process, ensuring adherence to quality control and content management best practices.
- Leveraged expertise in medical terminology and good documentation practices (GDP) standards to provide effective support to laboratory personnel in managing clinical information accurately and comprehensively.
- Championed efforts with on-site clinicians, compliance teams, and quality stakeholders to ensure laboratory-related documentation consistently met the highest CLIA and CAP regulatory standards, maintaining a commitment to excellence in laboratory practices.

Technical Writer
Medtronic **July 2014 - October 2020, Fridley, MN**
Medtronic is a pioneer in the medical technologies space, known for its contributions to the medical technology field, specializing in innovative solutions for chronic diseases and healthcare challenges. With a focus on developing life-saving medical devices, therapies, and solutions, Medtronic is known for its commitment to improving patient outcomes and

enhancing quality of life worldwide. The company's legacy of excellence in medical technology, coupled with its global reach and dedication to innovation, positions it as a leader in advancing healthcare through transformative technologies and patient-centered care.

- Served as the lead Technical Writer within software development for commercial off-the-shelf (COTS) New Product Introduction (NPI) programmer applications for Pelvic Health InterStim Therapy. This innovative technology supported clinicians administering treatment or patients being treated for pelvic health related issues.
- Provided mentorship and leadership to technical writing team members, driving internal initiatives aimed at improving processes and maximizing efficiency within the team.
- Led regular design phase reviews for labeling product deliverables, ensuring alignment with project requirements, generating comprehensive labeling materials tailored to target audiences.
- Developed robust labeling product requirements to guide the creation of clear and informative labeling materials to align with product understanding, intended use, and safety for end-users.
- Ensured strict compliance with federal and international regulations, including FDA and EU MDR standards, maintaining a near 100% adherence rate in the creation of technical documentation, thereby upholding Medtronic's commitment to regulatory excellence.
- Led and participated in regular project meetings to communicate labeling development status, discuss inter-dependencies, address production issues, and assess impacts on timelines, ensuring effective project management and cross-functional alignment.
- Initiated and maintained departmental ISO symbol guidelines for usage to support product labeling, promoting consistency and clarity across Medtronic's labeling practices regarding global regulatory ISO symbols and standards.

Technical Writer
Digi International **September 2011 - July 2014, Minnetonka, MN**
Digi International is recognized for its expertise in IoT (Internet of Things) solutions and wireless communication technologies. Specializing in providing reliable connectivity solutions for businesses across industries, Digi is known for its innovative hardware, software, and cloud services that enable seamless IoT deployments and data management. The company's commitment to delivering secure, scalable, and cost-effective IoT solutions has established it as a trusted partner for organizations seeking to harness the power of connected devices and digital transformation.

- Transformed static manuals into interactive HTML-based content using MadCap Flare and Dreamweaver.
- Created programmer documentation for Digi IoT cloud devices and developer services, utilizing CMD CLI and Python scripting.
- Created Quick Start guides for ConnectCore gateway using Adobe Illustrator.

EDUCATION

Master of Business Administration
William Jewell College • Liberty, MO • *Expected* January 2026

Master of Arts in Health and Human Service Administration
Saint Mary's University of Minnesota • Minneapolis, Mn • 2015

Bachelor of Science in Scientific and Technical Communication
University of Minnesota • Minneapolis, Mn • 2011

PROFICIENCIES (SKILLS & TOOLS)

Adobe FrameMaker	Emergency Medical Records (EMR)	Git
Jira	Emergency Health Records (EHR)	Git Bash
Oxygen XML Editor	HTML/XML/CSS	Generative AI
Docs-as-code	Microsoft Office Suite	Machine Learning
DITA	Agile project management	Open source APIs
JSON	Adobe Dreamweaver	API documentation
ISO standards/ EU MDR		Software documentation

Notepad++	Python	FrameMaker
SourceTree	Adobe Illustrator	Asana
VS Code	Adobe InDesign	Monday.com
Markdown	SharePoint	

CERTIFICATIONS

AI Developer Professional Certificate
IBM • *(in progress)*
• Developing an understanding of the fundamental concepts, key terms, building blocks, and applications of AI, encompassing generative AI.
• Acquiring knowledge and concepts around generative AI-powered apps and chatbots using various programming frameworks and AI technologies.
• Obtaining knowledge on how to use Python and Flask to develop and deploy AI applications on the web.