

DEBORAH SPARKS

► Greater Portland, Oregon | ✉ sparks1180@gmail.com | ☎ (971) 217-5452 | [LinkedIn](#)

SENIOR MANAGER, DOCS CONTENT

Experienced team lead and technical writer dedicated to creating customer-focused content

- Proven talent for leading teams to meet aggressive deadlines with meticulous attention to the integrity of technical documentation, and alignment with overall strategy and messaging
- Accomplished content writer with progressive and advanced skills in planning and producing sophisticated technical documentation aimed at improving adoption of technology and processes
- Adept at working in Agile and Scrum environments and positively influencing the product roadmap through testing, UX design, and cross-functional collaboration

SIGNATURE SKILLS & TECHNOLOGY TOOLS

Technical Writing ▪ Team Leadership ▪ Editing ▪ Project Management ▪ Document Design ▪ Documentation Libraries
Information Architecture ▪ QA and UX Design ▪ Amazon Elastic Compute Cloud ▪ SaaS
Cloud Storage ▪ User Interface Design ▪ Online Help ▪ Install Guides ▪ IBM Redbooks ▪ Unix ▪ Linux ▪ Windows
Oxygen XML Author ▪ MS Word ▪ MS Excel ▪ MS PowerPoint ▪ HTML ▪ Jira ▪ Confluence ▪ GitHub ▪ Trello ▪ Slack ▪ MURAL

PROFESSIONAL EXPERIENCE

Lead Technical Writer | Capgemini

2021 – 2022

- ▶ **Led successful transition of the IBM Spectrum Protect Plus ID team to Capgemini**, ensuring team met all deliverables during the complex and mission-critical transfer
- ▶ Led remote and international team of writers and **developed team capabilities that improved overall performance and increased depth of technical writing competency**
- ▶ Contributed to UX design, and **ensured clarity, accuracy, and consistency in style** to produce content that met intended expectations through close collaboration with SMEs, developers, and leaders
- ▶ **Coordinated integration of new tools and processes** that assisted team in improving efficiency

Advisory Technical Writer | IBM

2006 – 2021

- ▶ **Provided high-quality documentation for multiple storage products** designed for on-premises, cloud, hybrid, and SaaS environments
- ▶ Led remote and international team of writers and **developed team capabilities that improved overall performance and increased depth of technical writing competency**
- ▶ Led projects to integrate documentation from partner and acquired products into IBM documentation library, **enabling seamless integration with IBM development teams and successful launch of products**
- ▶ **Co-authored and architected information in an [IBM Redbook](#)** in collaboration with developers

Advisory Technical Writer | IBM Cont.

- ▶ **Created clear and consistent communication channels** with multinational ID, development, test, and management teams to update status of projects and ensure delivery dates were met
- ▶ Led and trained new writers and **inspired a commitment to excellence and continuous improvement**

Senior Technical Writer | CIMS Lab

2002 – 2006

- ▶ Supported and **improved documentation writing, design, production**, and project management as sole writer, and **developed a consistent voice across all documentation**
- ▶ Assisted QA team and **tested software and scripts to vet accuracy and enhance quality** of documentation
- ▶ Used strong analytical and communication skills to **translate complex technical information into user-friendly and technically sound content for multiple audiences**
- ▶ **Received commendation for quality of technical documentation** by acquisition team when CIMS Lab was acquired by IBM

EDUCATION AND CERTIFICATIONS

BA Communications | Minor in Journalism | California State University

Certificate in Professional and Technical Writing | San Jose State University

COMMUNITY SERVICE

Volunteer | Beaver Acres Elementary School (In4All)

2019 - 2020

Led STEM interactive activities to excite and encourage students to pursue STEM learning

Volunteer | Penryn Elementary School

2008 - 2017

Presented IBM-prepared classes on various subjects resulting in the school receiving education grants and funding for targeted services and curriculum