SUNG LEE

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https://github.com/sunglee23

U.S. Citizen | Active IRS MBI Clearance

TECHNICAL WRITER | UX CONTENT STRATEGIST | BUSINESS ANALYST

Strategic and detail-oriented and results-driven Technical Writer and Business Analyst with 5 + years of experience delivering high-impact documentation for federal agencies (IRS, DoD, CMS). Expert in transforming complex technical systems into clear, user-focused content—ranging from SOPs and system flow diagrams to UI copy and compliance controls. Skilled in Agile SDLC environments with deep knowledge of ITIL, COBIT, and Section 508 standards. Proven ability to collaborate across cross-functional teams to produce accessible, accurate, and actionable documentation that supports both business and technical goals.

CORE COMPETENCIES:

- Technical Documentation – SOPs, User Guides, BRDs, API Docs, system/data workflows
- UX Writing & Content Strategy – UI content, microcopy, workflows, audience-centered language
- 508 Compliance & Plain Language – WCAG 2.0 AA, Section 508, Plain Language Act
- Agile Content Development – Scrum methodology, sprint planning, iterative content creation
- Collaboration & Stakeholder Alignment – Partner with SMEs, designers, developers, and PMs
- Tools – JIRA, Confluence, SharePoint, Figma, Power Apps, MS Office, CMS
- Federal Proposal & Contract Writing
- Business Process Modeling (BPMN)

PROFESSIONAL EXPERIENCE:

Technical Writer / Business Analyst   05/2024 – 05/2025
iTech AG | Arlington, VA
Contract: IRS DDMS (Internal Revenue Service Demand & Data Management Support)

- Created 30+ technical artifacts (user guides, SOPs, data/system flow diagrams, UI copy).
- Developed compliant content for IRS Enterprise Front Door (Power App-based application).
- Lead SME interviews to extract technical data and workflows, translating them into clear user documentation.
- Applied Section 508, plain language, and IRS standards across all content.
- Collaborated with developers and engineers to design and refine system architecture diagrams, process workflows, and data maps.
- Supported content lifecycle: drafting, stakeholder reviews, publishing via SharePoint/Confluence.

Proposal Analyst / Technical Editor   05/2019 – 05/2024
OBXtek | McLean, VA

- Developed user manuals, federal proposals, and knowledge base content within Agile cycles.
- Translated technical information into intuitive documents for a non-technical end-user audience.
- Worked cross-functionally with IT teams to draft and maintain SOPs and compliance policies.
- Contributed to RFP writing, including past performance narratives and compliance matrices.
- Created documentation for onboarding, business process guides, and federal capture efforts.

- Developed internal knowledge systems and CRM documentation for proposal and HR operations.

Lead Talent Acquisition Partner & Proposal Analyst   04/2018 – 04/2019
Catapult Solutions Group | Reston, VA

- Drafted proposal content that contributed to key federal wins (DOJ and DoD contract awards).
- Wrote technical talent briefs and staffing strategy documents for contract proposals.
- Enhanced client engagement by delivering custom talent briefs and proposal staffing strategies.
- Drafted candidate briefs and talent summaries used in technical proposals and federal staffing submissions.
- Collaborated with compliance and contracts teams to ensure candidate documentation met federal HR standards and security clearance requirements.

Talent Acquisition Partner   04/2016 – 04/2018
Aerotek | Fairfax, VA

- Recruited and screened IT and engineering candidates for federal and commercial clients, including roles supporting DoD and civilian agencies.
- Conducted intake calls with hiring managers to capture technical requirements and translated them into clear, actionable job descriptions and sourcing strategies.
- Created and maintained internal SOPs, onboarding guides, and candidate workflow documentation to streamline recruitment operations.

EDUCATION, CERTIFICATIONS, TRAINING & SECURITY CLEARANCES:

Education:

- **M.S. in Instructional System Design,** George Mason University – Developed 508-compliant training content for IRS and DoD users, 2014
- **Bachelor's Degree in Business Management** – University of Phoenix, 2011

Certifications & Training:

- ITIL V3 Foundation
- Microsoft Certified: Specialist, MCP, MCTS
- Section 508 Accessibility Training
- Agile Fundamentals & Scrum Master overview

Security Clearance:

- IRS MBI (Minimum Background Investigation) – Active