

## PROFESSIONAL SUMMARY

I'm an experienced, versatile technical writer with 20+ years of experience in the Technical Writing and Programming fields. My work at Change Healthcare involves creating, processing, and managing documentation for the Core Technology team to meet IT infrastructure requests. Previously, I worked for T-Mobile as a Senior Technical Writer creating policy, process, and procedure documentation for their Data Services Architecture Team.

## TECHNICAL SKILLS

**Technical Documentation:** Technical/service manuals, service notices, ECN/PCN, API reference manuals and user guides, how-to instructions, user-facing content, installation & repair guides, policy and process documentation, technical overviews, educational materials, tech briefs, and other types of technically oriented documentation.

**Graphical Tools & Applications:** MS Office Suite, Photoshop, Visio, Confluence, Jira, Jira Align, Framemaker, Illustrator, InDesign, Corel Draw, GitHub, Gitlab, SharePoint, RoboHelp, SQL Server, and others.). Also familiar with most CMS and web-publishing frameworks (Wordpress, Drupal, Joomla, Radiant, SharePoint). I'm also familiar with Amazon Web Services (AWS) and have completed the Cloud Practitioner Essentials course from AWS.

**Operating Systems:** Linux / Unix administration and configuration (Linux Mint, Ubuntu, Kubuntu, Red Hat, GenToo, OpenSUSE, Debian, and Fedora) as well as Windows and Windows Server.

**Programming Languages:** HTML/CSS/CSS2/CSS3 , XML, Powershell, JavaScript/JSON, jQuery, PERL/CGI, C, C++, PHP, Python, Swift, Ruby, ASP, ASP.NET, MySQL, SQL Server, SQLite, Oracle DB, VBScript, VB.net.

## PROFESSIONAL EXPERIENCE

**Change Healthcare** - Seattle WA (remote)

**4/2021 – Present**

### **Sr. Technical Writer / Subject Matter Expert**

- Managed the Core Technology team's Infrastructure Request documentation.
- Authored and managed Confluence content for the Technology Delivery team.
- Created documentation for the Mainstreet project and the Agile Initiative process.
- Worked with SMEs and Business Unit stakeholders to support ongoing upgrade and remediation projects.

**T-Mobile** - Bothell WA (remote)

**3/2020 – 1-2021**

### **Sr. Technical Writer / Subject Matter Expert**

- Created and edited the Data Services Architecture Team's process and policy documentation.
- Authored new documentation and revised existing documents as needed to support application teams.
- Created documentation for SOX compliance and monitoring (multiple teams).
- Designed a multi-service web portal for internal T-Mobile customers and team members.

**Infinite Computer Solutions / Conduent Government Healthcare** - Seattle WA (remote)

**6/2019 – 1/2020**

### **Sr. Technical Writer**

- Edited and standardized the Functional Requirement Documents for the Consumer Healthcare Portal project developed for Conduent Government Healthcare.
- Authored standard text libraries for Business Analysts and Subject Matter Experts, working with them to produce clear, fully conformant documentation.
- Consulted on field-level UI standards and usability scenarios for Portal users and administrators.
- Created and edited Help documentation for the end users of the Consumer Healthcare Portal.

**Change Healthcare** - Seattle WA

**6/2017 – 5/2019**

### **Sr. Technical Writer**

- Wrote and managed documentation for Cloud Engineers and Solution Architects.

- Created step-by-step instructional guides for onboarding of new employees and software developers.
- Created and published Flash Notices and Service Alerts for the Cloud Infrastructure teams.
- Helped create API documentation and cloud "best practices" guides, standards, security policies, and presentations.
- Assisted in creating Amazon Machine Image (AMI) aging and retention policies.
- Created Application Runbooks for hand-off to application owners and teams.
- Assisted managers and developers in creating client training materials and "boot camps" for Google Cloud Platform, Amazon Web Systems, and Microsoft Azure.
- Documented modifications to Linux and Windows base-AMIs, HITRUST hardening, security testing, AMI deployment and life cycle policies.

**ALASKA AIRLINES (90-day consulting contract) - SeaTac WA**

**3/2017 - 6/2017**

**Sr. Technical Writer/Content Manager**

- Revised/updated the General Procedures Manual to comply with with current FAA regulations.
- Created instructional guides for onboarding of new technical writers.
- Worked with engineers and Safety Assessment Review team to ensure changes were accurate.
- Updated and revised internal Alaska Airlines intranet for the Tech Writing team.

**MemSystems - Kenmore WA**

**1/2002 – 3/2017**

**Sr. Technical Writer/ Web Developer**

- Created and managed documentation for a diverse group of high-volume web sites. (approx. 75 sites total).
- Collaborated on generating user-friendly application guides, step-by-step instructional materials, and FAQ libraries.
- Worked with developers and designers on user interfaces, API documentation, and forms to collect client information.
- Assisted in ongoing updates of the user interfaces and the online manuals to match new feature releases.
- Worked with the development team on client training materials and educational projects.
- Implemented client- and server-side security interfaces and procedures.
- Developed and maintained the credit card gateway system and the client billing code base for recurring purchases.

**Boeing Aircraft Company - Renton WA**

**9/2000 – 1/2002**

**Sr. Technical Writer**

- Authored all documentation for the Interactive Project Management Delivery Systems group (IPMDS).
- Created and published procedural documents, user manuals, software guides, and other instructional materials.
- Created and managed the IPMDS web site, including the message center and discussion forums.
- Developed user feedback forms, service request forms, and problem reporting forms.
- Created and managed the online document archive.
- Served as the technical representative for the Primavera User Group.

**Intermec Corporation - Everett WA**

**2/1994 – 9/2000**

**Technical Writer**

- Generated Tech Tips, Flash Notices, and Service Bulletins for use by field service personnel.
- Created the original FAXBack Service Portal for use by customers and the Technical Services department.
- Developed the original field service web site and Resource Center for client use.
- Assisted in training new field personnel in the use of online resources and service procedures.
- Served as the technical liaison to the Engineering & Product Development departments

**EDUCATION AND CERTIFICATIONS**

- Technical Writing - Edmonds CC 1999
- Oracle Database Programming & Application Design, Univ. of WA
- Member of the Society for Technical Communication
- Member of the HTML Writers Guild, 1998 to present
- Solid State Engineering - TESST Electronic School

**Amazon Web Services (AWS) courses (2021):**

- AWS Cloud Practitioner Essentials course
- AWS Cloud Practitioner Essentials Day (Live event)
- Introduction to Cloud Adoption Framework
- Introduction to Amazon Elastic Block Store (EBS)
- Introduction to EC2 Auto Scaling
- Introduction to Amazon Elastic Compute Cloud (EC2)
- Amazon Aurora MySQL - Migration
- Migrating to AWS: A high level introduction
- Job Roles in the Cloud

**OTHER PROJECTS, PROCESSES, AND BACKGROUND EXPERIENCE**

Software development life cycle (SDLC), continuous integration / continuous delivery (CI/CD), light and heavy manufacturing, industrial control, electronic component troubleshooting, nuclear material handling and work procedures, integrated circuit manufacturing, hydraulic equipment and controls, pneumatic equipment and controls, electron and optical microscopy, cell sorting (FACS), assembly line control systems, bar code readers, scanners, and printers, 3D printing, liquid resin printing, security auditing and remediation, government health care portal design, Health Insurance Portability and Accountability Act (HIPAA), medical diagnostics, aviation documentation (FAA), vacuum pumps, digital electronics, biological sample preparation, plasma coating, powder coating, educational course design, water purification systems, solar power systems, disaster recovery procedures, document management, Sarbanes-Oxley Act. Security NVR/DVR systems and software including Zoneminder, Blue Iris, Synology Surveillance Station, and others.