

# TANYA ZEHNDER

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Lakeville, MN

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## SENIOR TECHNICAL WRITER | TECHNICAL WRITER | COMMUNICATIONS SPECIALIST

Detail-oriented, seasoned Technical Writer with a proven track record in creating and editing clear and concise user documentation, communications, knowledge base articles, and website content. Skilled at simplifying complex information for diverse audiences, demonstrating strong project management abilities, and working collaboratively with SMEs. Dedicated to excellence, consistently delivering professional, timely solutions that meet the needs of audiences and stakeholders.

### SKILLS

SAAS | Confluence | Agile | Markdown | SharePoint | Jira | HTML | Tableau | Salesforce | Snagit | Miro | Mattermost | Khoros | KB Management | Zendesk | GitLab | Articulate 360 | Information Mapping | Organization | Project Management | Editing

### DOCUMENTATION EXPERIENCE

Web Content | Knowledge Base Articles | Communications | SOPs & Processes | User Guides & Quick Refs | Newsletters | Help | Standards & Config Docs | Section 508-Compliant Content | Release Notes

### EXPERIENCE

[AETNA CVS Health](#), Remote, MN

2/2023 – Present

#### Communications Specialist, Change Management & Analytics

Develop and execute communication strategy/plans, communications, content, and newsletters in support of Change Management and a successful migration, initiative (including AI), or change experience.

- Strategize and lead communication plans for multiple Lines of Business (LoB) simultaneously, collaborating with cross-functional teams and stakeholders, including Learning and Development, Change Management, PMO, and LoB directors.
- Develop and maintain end-to-end communication tracking calendars for each LoB, optimizing team coordination.
- Create, edit, and deliver accurate and timely communications, achieving a 100% delivery rate to the right audience on time, achieving a 45% open rate for communications. Maintain communication library.
- Craft content for leadership/executive level presentations and readouts. Manage and curate content on a user-facing SharePoint site for an audience of 6800+ users, surpassing the goal of 11.5 visits per user per quarter.
- Lead the creation and distribution of a quarterly newsletter reaching an audience of 900+, achieving an open rate of 45% in support of program marketing strategy.

[SECUREWORKS](#), Remote, MN

3/2022 – 12/2022

#### Senior Lead Technical Writer, Strategic Business Development

Supported the Secureworks Taegis SAAS end user with knowledge base articles, documentation, and marketing collateral.

- Migrated 300+ partner knowledge base articles from Salesforce to Khoros for the Taegis audience, utilizing Jira for efficient tracking.
- Collaborated with Marketing and SMEs to reduce partner calls by 50% through the creation and maintenance of a Partner Salesforce KB and documentation.
- Researched and curated new Salesforce KB content, reducing support tickets by 50% through a productive partnership with Product Support.

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- Contributed to Taegis documentation website updates using GitLab, ensuring timely and accurate information for end users.

**Senior Lead Technical Writer, Partner Advocacy**

**1/2021 – 3/2022**

Supported MSSP and Professional Services partners in the Secureworks Global Partner Program by creating customer and partner documentation, knowledge base content, communications, Playbooks, and website content.

- Created a department style guide and templates in Microsoft Office for a professional, consistent look aligned with company branding.
- Wrote and maintained 350+ partner and internal knowledge base articles on Salesforce, averaging a 3.5 score and 4.2K views.
- Collaborated with SMEs to produce accurate Salesforce KB content, marketing materials, and partner documentation, reducing support calls from partners by 50%.
- Authored content for monthly Partner and Channel team newsletters and quarterly Global Operations newsletter.
- Assisted Learning and Development by editing course content and crafting voice scripts for training videos using Articulate 360.

**CIGNA**, Remote, MN

**2/2016 – 11/2020**

**IT Technical Writer/Infrastructure Engineering Lead Analyst**

Solely developed a new documentation suite and central knowledge repository from scratch for Cigna’s Voice, Video, and Call Routing departments.

- Devised a department style guide and standard templates, improving document consistency and aligning with company branding.
- Interviewed and collaborated with engineers, developers, and SMEs to simplify complex IT architecture designs, configurations, and processes into clear and concise documents, facilitating cross-team understanding. Contributed to Agile team in daily scrums and participated in Agile PI Planning, enhancing team collaboration and project alignment.
- Wrote and edited 150+ high-quality end-user documents (including SAAS), web content, and business unit messages, resulting in increased user understanding, delivered 100% on time.
- Constructed and maintained a Confluence documentation repository, leading to improved document accessibility and knowledge sharing.

**ADDITIONAL RELEVANT EXPERIENCE**

**NORTHROP GRUMMAN, USPS IT**, Eagan, MN

**09/2015 – 02/2016**

**Senior Technical Writer and Editor, Government clearance obtained.**

Wrote and edited documentation for the USPS, including Section 508 and PCI and SOX compliance documents.

**UNITED BANKERS’ BANK, IT**, Bloomington, MN

**10/2014 – 08/2015**

**Technical Writer**

Wrote and edited internal standards, procedures, processes, and SOP documentation for auditing and ISO certification purposes. Documented client-facing and internal-facing software user guides quick references, and newsletters.

**EDUCATION/PROFESSIONAL DEVELOPMENT**

**BACHELOR OF SCIENCE (BS) IN TECHNICAL COMMUNICATIONS & INDUSTRIAL ORGANIZATIONAL PSYCHOLOGY**

**Minnesota State University**, Mankato, MN

Completed Agile Project Administration, Visio, and Excel training.