

# TANYA ZEHNDER

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## SENIOR TECHNICAL WRITER

Seasoned and dedicated Senior Technical Writer adept at simplifying complex information for diverse audiences, blending technical expertise with strong communication skills to foster seamless collaboration among technical and non-technical stakeholders, subject matter experts, and audiences. Combining a results-driven approach and a commitment to excellence, I strive to deliver impactful documentation and communication solutions that effectively meet the needs of stakeholders and audiences.

Key strengths include:

- Proven track record of crafting clear, concise, and tailored documentation pieces and messages.
- Proficient in writing, editing, and layout design.
- Competent project management skills with a consistent record of completing assignments on time.

Web & KB Content | Communications | SOPs & Processes | User Guides & Quick Refs | Newsletters  
Help | Standards & Config Docs | Section 508-Compliant Content | Editing

## EXPERIENCE

**AETNA, A CVS Health Company**, Remote, MN

**2/2023 – Present**

### **Communications Specialist, Change Management & Analytics**

Develop and execute communication plans, communications, newsletters, and SharePoint content for multiple Lines of Business (LOB) in support of Change Management and a successful Salesforce platform migration and customer success change experience.

- Strategize and lead communication plans for multiple LOBs simultaneously, collaborating with cross-functional teams including Learning and Development, Change Management, PMO, and LOB directors.
- Create and maintain end-to-end communication tracking calendars for each LOB, optimizing coordination among teams.
- Deliver accurate and timely communications, achieving a 100% delivery rate to the right audience on time, achieving a 45% open rate for communications.
- 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%.

**SECUREWORKS**, Remote, MN

**1/2021 – 3/2023**

### **Senior Advisor Technical Writer, Strategic Business Development (3/2022– 12/16/2022)**

Moved from partner support to supporting the Secureworks Taegis SAAS end user.

- Successfully migrated 300+ Partner KB articles from Salesforce to Khoros for the Taegis audience, utilizing Jira for efficient tracking.
- Collaborated with Marketing 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.
- Contributed to Taegis documentation website updates using GitLab, ensuring timely and accurate information for end users.

**Senior Advisor 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.

- Developed a department style guide and templates in Microsoft Office for a professional, consistent look aligned with company branding.
- Created and managed 350+ partner and internal knowledge base articles on Salesforce, averaging a 3.5 score and 4.2K views.
- Collaborated cross-functionally to produce accurate Salesforce KB content, reducing support calls from SAAS partners.
- 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**

Hired to create a new suite of documentation and central knowledge repository from scratch for Cigna’s Voice, Video, and Call Routing departments.

- Created a department style guide and standard templates, improving document consistency and aligning with company branding.
- Interviewed and collaborated with engineers 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, web content, and business unit messages, resulting in increased user understanding, delivered 100% on time.
- Created 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 for Section 508 and PCI and SOX compliance.

**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.

**TECHNICAL SKILLS**

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