

VANESSA FAWN SILVAS

Springfield, MO 65804
(417)655-5660
VanessaFawnSilvas@gmail.com

SUMMARY

Lead Technical Writer with nine years of experience in user-centric documentation for complex systems. Demonstrated leadership in managing documentation lifecycles, optimizing processes, and collaborating with cross-functional teams. Proficient in using tools like DITA, Jira, and Google Suite to enhance content quality.

SKILLS

Content Management Systems	MS Office applications, DITA, Atlassian products, Jira,
Cross-Functional Team Leadership	Confluence, Snag-it, Google Suite, Agile, MAPS XD,
Documentation Lifecycle Management	Oxygen editor, Prezi, GitHub, WordPress, Iorad, Vasont,
Technical Documentation Tools (e.g., Jira, Confluence)	SharePoint, PDWare, Adobe Creative Cloud, InDesign,
Agile Methodologies	RoboHelp, DreamWeaver, Lucid charts, Photoshop

EXPERIENCE

MICROSOFT

Lead Technical Writer

01/2023 to Current

- Lead writer, owner, and point of contact for all phases of the creation and maintenance of pre-recorded demonstrations for internal and external Microsoft sellers and partners.
- Partnered with global teams to create, review, and deliver documentation, including demo scripts, business decision maker (BDM) and technical decision maker (TDM) documents, teleprompter scripts for Microsoft sponsors and senior leadership, demo web app reviews (multiple iterations), and close communication with demo development, engineering, and UX teams regarding updates, internal revenue impact, and internal demo launch emails.
- Balanced shifting priorities, and provided detailed reports on the status of each. Maintained regular communication with the development team while partnering with other technical writers, document specialists, technical product managers, and project managers in all stages of the documentation process.
- Interpreted and monitored content telemetry for the Data and AI DREAM Demo catalog and tracked performance against organizational goals/KPIs. Monitored and addressed feedback from sellers in DAI Specialist communities. Escalated issues as needed to the 24/7 team experts. Identified discoverability challenges, and recommended solutions.
- Collaborated with a virtual team to continuously improve overall organizational standards, best practices, and support for DREAM Demo documentation creation and maintenance. Trained new and existing team members to perform additional tasks in and outside of the Technical Writer and Project Manager roles.

INTER-STATE STUDIO & PUBLISHING CO.

Content Engineer

01/2022 to 01/2023

- Established standardized processes for internal documentation to enhance efficiency.
- Conducted interviews with departments and technical staff to gather comprehensive use case data.
- Researched and authored technical documentation, including product definitions and style sheets.
- Created and edited single-source documentation using Confluence to ensure consistency.
- Identified and addressed gaps in processes and documentation for improved alignment.
- Collaborated with SMEs to define project scope for documentation in various environments.
- Managed projects to ensure timely completion of documentation deliverables.

MEDTRONIC

Lead Technical Writer

05/2019 to 12/2021

- Researched and compiled technical information into manuals for diverse user audiences.
- Led high-profile projects as project manager and lead writer, ensuring timely delivery.
- Conducted interviews with technical staff and departments to gather necessary data.
- Created employee user guides to enhance efficiency within new editing software system.
- Served as superuser for MAPS XD CMS, providing training and mentoring for new users.
- Reduced content creation cycle time by 70% through effective reuse strategy implementation.

- Authored and edited documentation adhering to company style guide standards.
- Developed proficiency in multiple CMS platforms utilizing XML.

INTUITIVE WEB SOLUTIONS (BRITCORE)

Technical Writer

06/2018 to 04/2019

- Wrote technical documentation for internal and external audiences in the insurance industry.
- Documented a backlog of pull requests in GitHub and reduced 1000 tickets to 36 in less than eight months.
- Created and edited material for new hires and the Human Resources department in Confluence.
- Project Management spanning several internal and external projects.
- Worked with SMEs to solve documentation issues in a remote environment.

POSITRONIC INDUSTRIES INC.

Technical Writer

01/2017 to 06/2018

- Established standards for work instruction documentation, ensuring compliance with ISO 9001 and AS9100.
- Developed comprehensive training materials and conducted internal training sessions.
- Created various documents, including work instructions, white papers, procedures, and exams.
- Designed templates to enhance document presentation and usability.
- Collaborated with subject matter experts across multiple fields to gather usability and technical insights.
- Produced visual aids to facilitate learning and comprehension.
- Conducted usability evaluations and user testing to improve content effectiveness.
- Managed translated documents to ensure accuracy and clarity in communication.

OZARK CARPET COMPANY

Technical Writer/Sales Manager/Installer

08/2016 to 01/2017

- Created sales documentation and led social media accounts to comply with company best practices.
- Installed flooring including carpet, wood, vinyl, etc.
- Sold and researched a variety of flooring products.
- Handled confidential information.
- Managed product inventory.

EDUCATION AND TRAINING

BS: PROFESSIONAL WRITING, SCREENWRITING MINOR

08/2018

Missouri State University, Springfield, MO

WEBSITES, PORTFOLIOS, PROFILES

- <https://vanessafawnsilvas.journoportfolio.com/>

REFERENCES

Available upon request