

## Senior Technical Writer

Analytical professional with substantial experience in creating high-quality, user-centered technical documentation, specializing in translating complex technical concepts into clear, concise, and accessible content.

Adept at developing user manuals, API documentation, installation guides, and release notes for technical products and services. Proficient in utilizing authoring tools to create and maintain documentation. Skilled in managing documentation projects from initiation to completion, ensuring timely delivery and high-quality results. Expertise in developing help documentation and training materials that explain software processes and procedures. Innate ability to work closely with subject matter experts, engineers, software developers, and product teams to gather information and ensure accuracy in all documentation. Strong communication, writing, editing, and proofreading skills; committed to continuous learning and applying industry best practices to deliver documentation that enhances user experience and product usability.

## Areas of Expertise

- Technical Documentation
- Content Strategy
- Writing & Editing
- Document Management
- Lucidchart Diagrams
- API Documentation
- Software User Manuals
- Process & Procedure Documentation
- Content Review & Version Quality Control
- Jira & Confluence
- Cross-Functional Collaboration
- Instructional Design Content
- Knowledge Base Development
- Document Design & Layout
- Technical Research

## Career Experience

### Maximus, Engineering IT Services, Remote

March 2025 – Present

#### Senior Technical Writer

Created detailed technical processes and procedures for technical operations. Maintained a library of the company's IT documentation and catalogued it during a software migration for efficient internal use. Ensured compliance with quality system requirements and regulations, including regulatory government departments like Veterans Affairs. Worked closely with management to define project requirements, scope, and deadlines to the company's standard. Collaborated closely with leadership, software engineering, and developmental services. Gained deep understanding of technical information and translated it into simple, polished, and standardized documentation. Evaluated current IT and training content and developed innovative methods for improvement.

- Revised and rewrote the entire employee onboarding training suite for all Maximus employees, leading to a reduction in employee training time by nearly three hours.
- Organized knowledge management libraries through migrating content from SharePoint to Confluence, leading to a boost in IT documentation views by over 250%.
- Developed and maintained detailed reference materials, including research, usability tests, and design specifications, and conducted quarterly review cycles for designated documents.
- Delivered high-quality, timely release cycle documentation and published accurate release notes to meet client and customer needs.
- Designed clear and crisp visual diagrams to enhance clarity for complex processes and procedures.

### Annex Cloud, SaaS Product, Remote

May 2023 – December 2024

#### Senior Technical Writer

Created training scripts for instructional videos, explaining product processes to internal and external audiences. Developed clear API documentation to support software developers with accurate and easy-to-follow guidance. Gathered insights, clarified technical details, and ensured documentation accuracy with product SMEs. Enhanced documentation quality through actionable feedback, best-practice guidance, and collaboration with technical writers. Managed work intake, defined project requirements, and aligned team efforts with overall objectives. Provided regular updates to stakeholders on project statuses, ensuring transparency and timely communication. Reviewed and approved junior writers' work, offering constructive feedback and ensuring quality and consistency before publication.

- Led the team for five months during the manager's absence, updating managers on the team's continued progress and seamless operations on key projects.
- Optimized knowledge management by implementing a knowledge base software, facilitating team training and ensuring a smooth migration of client documentation.

- Improved developer and customer experience through an extensive overhaul of the company’s API documentation.
- Authored accurate help documentation by maintaining a deep understanding of the SaaS platform’s features, updates, processes, and use cases.

**DISH Wireless, Process Implementation, Denver**  
**Senior Technical Writer**

Feb 2022 – Apr 2023

Reviewed IT Service Management tickets to define requirements, establish timelines, and coordinate stakeholder demonstrations. Developed metrics and dashboards to highlight improvement areas and provided actionable recommendations to optimize tool utilization. Produced video and written guides on Jira and Confluence processes for internal teams and external partners.

- Managed Confluence permissions and access requests as the administrator for 5,000 Atlassian-licensed users, onboarding over 50% of cross-functional teams onto the platform.
- Created metrics and dashboards to identify key areas of improvement amongst teams and presented recommendations on how to best implement the available tools to fulfill teams’ business needs.
- Published business and technical information for both internal and external audiences, improving content accessibility and clarity.
- Created written and graphical documentation using tools like Confluence, Figma, Draw.io, and Notion.

**Wells Fargo, Wholesale Banking, Denver**  
**Technical Writer II**

Oct 2018 – Feb 2022

Developed and edited procedures, job aids, and reference guides for various business lines. Gathered information and acquired understanding of business functions in collaboration with SMEs and project managers. Translated technical banking concepts into clear, concise, and user-friendly documentation.

- Published well-organized content on the OpenText platform, adhering to Wells Fargo’s style guide and branding standards.
- Spearheaded and delivered multiple projects in a fast-paced, deadline-driven environment.

**Alaska Native Tribal Health Consortium, Engineering, Anchorage AK**  
**Technical Writer I-II**

Mar 2017 – Oct 2018

Created and refined technical manuals, agreements, policies, and procedures, ensuring consistency and accuracy. Demonstrated proficiency in document design, preparation, layout, and integration of text and graphics.

- Promoted to Technical Writer II within six months, recognizing exceptional performance and expertise.
- Maintained high standards in business English, including spelling, grammar, and syntax.

**Education**

**Master of Arts in English**

University of Alaska Anchorage | Aug 2015 – May 2017

- Cumulative GPA: 4.0

**Bachelor of Arts in English**

University of Alaska Anchorage | Aug 2012 – May 2015

- Major: English | Minor: Philosophy
- Cumulative GPA: 3.657

**Awards & Certifications**

**ICAgile Certified Professional – Agile Coaching | Sept 2022**

DISH Wireless

**Professional Scrum Master I | Nov 1, 2022**

DISH Wireless

**English Graduate Research Award | May 2016**

University of Alaska Anchorage