

Sandra J. Wagner

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Technical Writer and Certified Agile Coach with 15+ years of consistent success within complex technical environments. Proven ability to embed with engineering teams and serve as a catalyst for process improvements. Offers expertise in designing AI-powered workflows to ensure scalability and consistency of content. Experience includes architecting effective documentation infrastructure for enterprise SaaS, MLOps, healthcare, and defense industries.

Documentation Architecture • AI-Powered Workflow Design • Docs-as-Code Workflows
End-User & Developer Documentation • Agile Team Embedding • Frequent Release Cycles • JIRA Administration Cross-Functional Collaboration • Customer Success Enablement • Regulated Industry Documentation

EXPERIENCE

Staff Technical Writer, Domino Data Lab (remote)

Oct 2021 - Mar 2026

DDL built an Enterprise MLOps platform enabling Fortune 500 data science teams to build, deploy, and govern AI at scale.

Recruited by a former manager to join DDL in Project Manager and Operations Lead roles, standing up delivery processes and infrastructure for the Professional Services team. Transitioned to a Technical Writer position to address DDL's documentation gaps and backlog that arose after disbandment of the writing team.

- Collaborated with Engineering teams to integrate Claude with various data sources (e.g. JIRA, Confluence, Google Drive) to provide centralized data access in Claude.
- Assumed responsibility for all documentation initiatives, content strategy, planning, and information architecture efforts from the Engineering group, including day-to-day oversight of two contractors.
- Architected documentation infrastructure for all of DDL as the sole writer, establishing a style guide, content template, and Diátaxis-aligned framework to deliver consistent, scalable documentation across 15+ releases for both cloud and on-prem releases.
- Guided shift of content from product-focused to user-focused to improve self-service success and reduce support escalations. Efforts included user research to develop unique user personas (i.e. Data Scientist, DevOps, etc.).
- Architected and wrote a net-new documentation suite with best practices for integrating and using GenAI features of Domino, written in collaboration with internal teams and SMEs.
- Redesigned the release notes structure for a major Domino release. Researched industry best practices and rebuilt the release notes format from a flat changelog to a benefit-led, scannable narrative covering 30+ features.
- Delivered documentation for Domino's audit feature to achieve compliance for GxP and SOC2 requirements, unlocking business opportunities with enterprise clients in regulated industries (e.g. life sciences, financial services).
- Built entire PMO 2.0 framework from scratch. Stood up a new Jira instance for the Professional Services team, developed timesheets and workflows, and trained teams on use.

Senior Scrum Master Advisor/Agile Coach, Cigna

Oct 2019 - Oct 2021

Initially joined a new Cigna acquisition (Express Scripts) in a contract Agile Coach role and transitioned to support a second Cigna acquisition (eviCore Healthcare) as an FTE, with overall efforts focused on stabilizing delivery operations and improving Agile maturity during periods of rapid organizational growth.

- Embedded with Engineering teams to maintain development velocity and engineering discipline through significant structural transitions.
- Coached teams and individuals on Agile methods and ceremonies to sharpen sprint execution and build sustainable delivery habits.
- Created JIRA dashboards to bring transparency to timelines and project progress and identified technical blockers and impediments using Azure DevOps.
- Designed and facilitated a virtual roles and responsibilities game using Mural/Miro that led to the split of a 20-person team into 3 focused teams with clear roles and responsibilities within the product development lifecycle.

Best Practices Lead Writer/Senior Solutions Architect, Hitachi Vantara (Apr 2016 - Oct 2019)

Transitioned to the Customer Care organization and embedded with an Enterprise Architecture team within the newly formed Vantara business unit, with efforts focused on developing and governing a library of customer-facing best practices content for Fortune 500 accounts.

- Managed a small team of writers and an intern in development of customer success documentation, including best practices guides, technical white papers, and educational webinars.
- Rewrote 19 legacy documents authored by engineers to improve readability and created 27 net-new assets. The efforts resulted in 2x growth of the customer-facing library.
- Created technical diagrams and infographics using Photoshop and Illustrator to enhance documentation clarity.
- Introduced and coached teams on a new iterative process for documentation creation that enabled the team to create technical documents from ideation to publishing.
- Created and maintained executive stakeholder and team dashboards and process workflows in JIRA with information on project progress and milestones, suggested topics for future development, and key metrics.

Senior Technical Writer (Jan 2013 - Apr 2016)

Hired to Pentaho and embedded within Engineering as a rotating writing resource for multiple Agile/Scrum teams.

- Compiled the Agile Playbook for Engineering that became the standard onboarding resource for new hires, with content that included documentation standards and best practices for Agile teams.
- Overhauled administration guides and restructured content to ensure users at all levels were supported.
- Leveraged Oxygen XML Editor extensively for structured content creation and management.
- Redesigned installation guide templates to simplify repository setup and reduce configuration errors.

Technical Writer III, Lockheed Martin

June 2009 - Dec 2012

Created comprehensive technical documentation for defense systems used by the U.S. Navy and Army.

- Collaborated with engineers, QA, and manufacturing teams to create end-user documentation for secure, mission-critical defense systems.
- Created technical content for multiple user levels (from high-level system overviews for decision-makers to detailed procedures for field technicians).
- Built technical diagrams and graphics using Adobe Photoshop and Illustrator to support technical manuals.

SKILLS

AI & Automation: Claude (MCP integration, prompt chain development, llms.txt), AI-powered documentation workflow design, prompt engineering, AI content audits

Technical Writing Tools & Workflows: Docs-as-Code workflows (GitHub, VS Code, Markdown, AsciiDoc, Vercel), DITA, Confluence, Adobe FrameMaker, MindTouch, Oxygen XML Editor

Technical Domains: Generative AI, Cloud-based SaaS platforms, on-prem enterprise software, secure systems, healthcare applications, data analytics, MLOps

Agile & Project Management: JIRA (Administrator/Architect level), Azure DevOps, Advanced Roadmaps, Notion, Asana, Tempo Suite, Agile ceremonies, sprint planning

Leadership: Strategic Planning, Prioritization, Process Improvement, Cross-functional Collaboration, Stakeholder Management, Staff Management, Training & Development, Change Management, Resource Allocation, Executive Reporting

Coaching: Agile/Scrum Methodology, Roadmap Development, Performance Improvement, Team Building

Collaboration Tools: Slack, MS Teams, Miro/Mural, SharePoint, Google Workspace, Zoom

Visual Documentation Tools: Draw.io, Lucidchart, Adobe Creative Suite (Photoshop, Illustrator), Snagit, Visio

EDUCATION & CERTIFICATIONS

BA, Technical Communication, University of Central Florida - University, FL

AI for Content Creators (Cambermast), Agile Certified Professional - Agile Coaching (ICP-ACC), Advanced Certified ScrumMaster (A-CSM), Certified ScrumMaster (CSM), Certified Scrum Product Owner (CSPO)