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| SUMMARY | Proven Technical Writer and Documentation Specialist skilled in |
|  | Software Documentation and Technical Procedure writing. *Practiced in Agile methodology and comfortable in Confluence/Jira Environments.* *Conversant in C/JavaScript/Python.* *Fluent in all Office applications including Microsoft Visio, as well as Adobe Acrobat, FrameMaker, Photoshop, Illustrator, InDesign, Arbortext Editor.* ***Past holder of Public Trust (Tier 2) and Secret Clearances.*** |
| EXPERIENCE | Technical Writer |
|  | [Feb 2021-Sept 2023] Spatial Front, Inc.  * *Served as the sole Technical Writer on a team providing cloud architecture and application maintenance support to the Department of Transportation (DoT) Federal Motor Carrier Safety Administration (FMCSA) for their SAFER (Safety and Fitness Electronic Records) and NEWS (New Entrant) web applications* * *Authored, edited and updated documentation vital to the maintenance of AWS-based cloud architecture and application code for internal developer reference. These task procedures included explanations of Linux/Bash commands and other code snippets.* * *Assembled weekly and monthly status reports crucial to the informed inclusion of stakeholders on the Federal side* |
|  | Technical Writer |
|  | [November 2019-October 2020] The Standard/Standard Insurance Company  * *Authored training documentation instrumental to the implementation of the PGI claim review outsourcing program.* * *Produced job instructions for the different types of claim review processes and used IBM BlueWorks to make process maps for those processes.* * *Met the unique needs of hundreds of individual clients by performing custom re-writes of existing claimant correspondence templates* * *Collaborated with The Director of Operational Consulting and the Absence/Disability Manager to automate the claim summary generation process, eliminating the expense of manual summary generation.* |
|  | Scrum Master |
|  | [September 2018-June 2019] Nike  * *Served as DevOps Scrum Master for Go-To-Market Services (Nike.net B2B).* * *Utilized the Scaled Agile Framework (SAFe) to plan agile software development infrastructure maintenance work at both the macro (business quarter) and granular (two-week sprint) levels for a seven-member DevOps team that supports 200 leads, architects, engineers and analysts across the fifteen GTMS/Nike.net product teams.* * *Worked closely with Scrum Masters, System Architects and Tech Leads from all fifteen (15) teams to complete dependency stories such as major architecture changes, support on product releases, and software patch updates.* * *Advocated for DevOps engineers by researching external roadblocks to story completion and directing product teams to documentation.* * *Created, tagged, monitored, maintained and terminated cloud computing infrastructure resources on Amazon Web Services to support the infrastructure shared by Nike.net’s various product teams.* * *Used command-line Git and Github to maintain and update Nike.net code repositories and control access to repositories and shared services.* * *Used GoCD CI/CD tool and Chef configuration manager to implement and maintain continuous integration/continuous development practices. Wrote and maintained DevOps documentation on Confluence, including tutorials on software update publication and installation, using Chef, using Splunk Forwarder (data collection tool), and AWS Identity Access Manager key rotation with Chef and Git.* |

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|  | Technical Writer |
|  | [February-September 2018] Nike  * *Authored Security Standards and Controls for dev teams under Nike Technology’s Go-To-Market Services division supporting the Nike.net commerce portals.* * *Worked with teams to ensure/document compliance with Nike IT General Controls for Data Management, Information Security, Business Continuity/Disaster Recovery, Operations.* * *Wrote Word templates for similar future documents.* * *Documented 5 APIs for product teams.* * *Worked as part of a large SAFe/Agile team.* |
|  | Technical Writer |
|  | [Oct 2016-August 2017] Azimuth Building Technologies Group  * *Authored Contract Proposals with comprehensive Bills of Materials (BOMs), System Design Documents, Acceptance Testing Procedures, Visio charts and service agreements for this Network Installation and Maintenance firm.* * *Additionally, I wrote and maintained a document style guide, template, and library of Visual Basic for Applications (VBA) scripts for the purpose of fostering and streamlining brand identity, readability and professional presentation.* * *I was often called upon to proofread and edit/revise important interoffice correspondence, edit HTML/XML for our ZenDesk Help Portal, draw installation diagrams for field technicians using provided AutoCAD drawings, and design graphically-oriented documents with Adobe Photoshop for the sales team.* * *Finally, I used VBA and userforms to build security hardware device audit databases in Excel for clients Daimler Trucks and Linfield College.* |
|  | Technical Writer |
|  | [Jun 2016-Oct 2016] Clark County Public Transit Benefit Area Authority  * *Authored documentation that standardized and archived the daily processes and procedures of the Clark County Public Transit Benefit Area Authority (C-TRAN) IT department.* * *Wrote standard operating procedures for the regular tasks attributed to each department member,* * *used Microsoft Visio to create complex, comprehensive process maps for troubleshooting tasks.* * *Worked with Infrastructure and Business Systems Administrators to produce rack diagrams of all the C-TRAN servers and document the server location of each database, streamlining and simplifying data location for C-TRAN administrative employees.* |

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|  | Technical Writer/Test Technician |
|  | [Oct-Dec 2015] National Technical Systems, Inc.  * *Wrote hardware test cases for Yokogawa recorders and programmable logic controllers (PLCs) for NTS's Nuclear Center of Excellence.* * *Wrote, reviewed and edited test reports for environmental engineer colleagues in NTS's Environmental Simulation Testing Laboratory.* * *Assisted in the testing of electronic voting systems against Federal Election Assistance Commission (EAC) guidelines for NTS's Voting System Testing Laboratory (VSTL).* * *Wrote test cases and test reports for registration and voting software applications published by Dominion, Know!nk and other Voting Systems clients using iPads and other commercial off-the-shelf (COTS) hardware to reduce infrastructure costs to State government clients in Maryland and New York.* * *Wrote Software Verification and Validation Plan (SVVP) template to IEEE Standard 1012-2004.* |

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|  | Technical Writer [June-July 2015] Pinnacle Solutions  * *Assisted in the authoring and Quality Assurance processes of XML data modules for the MH47G helicopter during six-week short-term contract.* * *Ensured adherence to S1000D standard.* * *Made extensive daily use of IADS 3.4 and 4.0, Oxygen XML authoring tool, and Microsoft Access.* | |
|  | Technical Writer [March 2014-May 2015] Alstom Grid  * *Wrote, updated and maintained standard documentation sets for company product releases of SCADA oil pipeline supervision and management software.* * *Developed, produced and maintained custom documentation sets for client project deliveries of custom SCADA pipeline software.* * *Authored software testing documents and executed software tests for code deliverables pending completion.* * *Practiced Agile methodology as part of software development team.* | |
|  | Technical Writer Contractor [August-December 2013] reNew Jersey Stronger/Hammerman and Gainer, Inc.  * *Co-wrote and maintained style guide for HUD-sponsored Superstorm Sandy homeowner relief initiative.* * *Authored and co-authored glossaries, procedures, job aides and newsletter articles as member of three-writer team.* * *Edited website (renewjerseystronger.org).* | |
|  | Technical Writer/Editor Contractor [April-August 2013] Northrop Grumman  * *Edited XML IETMs for Air Force RoIP contract per MIL-STD-38784 and MIL-STD-40051B.* * *Tagged XML data modules for Navy CANES contract per S1000D standard using Arbortext and UltraEdit software.* | |
|  | Technical Writer/Editor/ Contractor[July-December 2012] Qinetiq North America  * *Converted repair and maintenance manuals (DMWRs) for CH-47 Chinook helicopters to XML-based e-publication format per DTD for MIL-STD-38784 for client (U.S. Army);* * *authored/edited/revised 23 component manuals from July (hire date) to December (contract end date);* * *aggressively improved fluency with Arbortext (XML editor), Acrobat and Office applications.* | |
| EDUCATION | University of Alabama—Huntsville | |
|  | [July 2010-May 2013] Master of English |  |
|  | [December 2012] Graduate Certificate in Technical Writing | |
|  | [May 2009] Bachelor of English | |
| CERTIFICATIONS | AWS Certified Solutions Architect—Associate | |
|  | 10/2023 **|** Validation #: 5EBCJ5YCVE44Q0KH **|** <https://aws.amazon.com/verification> | |
|  | AWS Certified Cloud Practitioner [Feb 2019-Feb 2022] | |
|  | Certified CMMI Associate [Mar 2021-Mar 2024] | |
|  | Public Trust (Tier 2) Clearance [Eligible Oct 2021, last active Sept 2023] | |
|  | Certified Scrum Master (Scrum Alliance) [Sept 2018-Sept 2021] | |
|  | Secret Clearance [Eligible July 2012, last active July 2015] | |