

Senior Technical Writer & Documentation Lead

ENTERPRISE DOCUMENTATION | PLATFORM MODERNIZATION | DOCUMENTATION LEADERSHIP

Senior technical writer and documentation lead with extensive experience supporting enterprise software and regulated technology. Owns documentation platforms, standards, and training resources across product releases, from planning and authoring through publishing and maintenance. Leads platform migrations and works with engineering, product, training, and executive stakeholders to deliver clear, consistent documentation.

CAREER PROGRESSION

Senior Technical Writer – Scientific Games - Atlanta, GA (Hybrid) October 2024 – Present

Direct FTE role with a provider of lottery technology and services for regulated domestic and international markets.

- Lead documentation across five major help projects for the Ohio State Lottery, managing authoring, updates, and release delivery under accelerated deadlines. Deliverables include documentation for WAVE 8 and the Central Gaming System.
- Own the documentation lifecycle for seven enterprise RoboHelp projects, including authoring, editing, publishing, and ongoing maintenance across hardware and software releases serving multiple jurisdictions.
- Led the department’s adoption of MadCap Flare by developing and presenting the logistical and financial business case for a more modern, scalable online-help platform.
- Built MadCap Flare help systems and migrated complex RoboHelp projects, applying CSS, XML, and HTML to resolve content and formatting issues. Completed formal foundational and intermediate Flare training, supplemented by independent technical research.
- Expanded the departmental style guide by approximately 35%, establishing additional guidance for consistent documentation. The guide was subsequently adopted by other departments within Scientific Games.
- Lead departmental training-video initiatives, including WAVE 8 lottery terminal training, with responsibility for script collaboration, filming, narration, editing, and final production in Camtasia.
- Edit and standardize hundreds of pages across more than a dozen technical manuals, maintaining clarity, consistency, and alignment with departmental documentation standards.
- Served as the department’s sole technical writer for approximately six weeks while another writer was recruited. Collaborate with corporate trainers on documentation supporting domestic and international customer training.

Principal Technical Writer – Atrium Campus - Remote September 2023 – June 2024

- Authored more than 100 knowledge-base articles and release notes for Atrium Admin and Atrium Connect, AWS-hosted platforms supporting mobile credentials, access control, and account management for educational institutions.
- Delivered documentation supporting the March 2024 Atrium User Conference product launch; subsequently selected to serve as principal technical writer for the company.
- Produced a product demonstration and training video, including scripting, narration, and visual editing, for sales, marketing, and customer onboarding. Contracted via Essential Data Corporation.

Senior Technical Writer – CDC - Atlanta, GA (Hybrid) November 2019 – November 2022

- Developed documentation standards and a comprehensive style guide for the NIOSH Edge Computing Platform (NECP), aligning guidance with Microsoft, federal publishing, and CDC resources.
- Personally trained NIOSH staff in Jira, Confluence, Tempo, and other NECP tools; wrote, produced, and narrated supporting training videos.
- Edited complex hardware and software networking configuration documentation and supported end-user testing.
- Co-edited and contributed to NIOSH legislative documentation that helped secure approval for continued federal funding of the NECP project. Contracted via AlphaSix Corporation.

Graduate Studies - Seattle, WA**2013 – 2019**

- Completed a master's degree in Theology with High Distinction; top 4% of all graduates across all majors for that year.

Mid-Career Experience**Technical Writer – Vertafore - Seattle, WA****2011 – 2013**

- Managed cloud-based help for Vertafore Reporting, WorkSmart Engage, and BenefitPoint, documenting Oracle-backed AI-driven workflows and reporting for insurance agencies and carriers. Launched a new help system and supported three subsequent web-service releases; produced an executive-facing video demonstrating technology intended to reduce support calls. Contracted via Volt Services.

Technical Writer – Gates Foundation - Seattle, WA**2011**

- Created Windows Phone 7.5 help topics for Gates Foundation employees and drove updates for an internal HR Benefits website. Contracted via Volt Services.

Senior Technical Writer – Averro Technology and Business Solutions - Bellevue, WA**2010 – 2011**

- Microsoft** - Managed documentation across product versions for Microsoft enterprise technologies, creating SharePoint 2010 and Azure-hosted customization guides and coordinating cross-functional reviews. **SeaBright Maritime Insurance** - Authored an OnBase user manual documenting commercial maritime insurance email workflows.

Technical Writer – Honeywell - Seattle, WA**2009**

- Managed installation documentation for Honeywell's Envision for BACtalk commercial HVAC controls, meeting release milestones on time and within budget. Contracted via Manpower Professionals.

Senior Technical Writer – Microsoft - Seattle, WA**2006 – 2008**

- Authored Tier 1 and Tier 2 help topics for enterprise virtual desktop services and produced self-training videos for the Microsoft Global Help Desk that reduced call volume by 13% in the first month. This was via a long-term joint venture between Siemens Business Services and Microsoft.

Early Career Experience**Technical Writer – Microsoft, RealNetworks, NetZIP - Seattle, WA / Atlanta, GA****1997 – 2006**

- Owned and delivered documentation, training, and usability initiatives across multiple consumer and enterprise products, including MSN Messenger, MSN Direct, and RealPlayer. Led multi-product help systems, authored XML and HTML documentation, and delivered instructor-led training. Led usability research and presented findings to product leadership to inform product improvements.

CORE SKILLS AND PLATFORMS

Documentation Architecture and Governance - Enterprise Technical Writing | Documentation Systems Ownership | Style Guides | Knowledge Bases | Online Help | Release Notes | Training Documentation | Video Production

Tools and Platforms - MadCap Flare | RoboHelp | Confluence/Jira/Tempo | Camtasia | SharePoint | XML/HTML/CSS | Microsoft Office

Technical Domains - AWS-hosted applications | SaaS Platforms | COTS Systems | IoT/ICS | Edge/Virtualized Systems

Program Leadership & Delivery - Documentation program ownership | Platform modernization | Tool migration | Cross-functional collaboration | Stakeholder alignment | Release coordination | Agile and Waterfall methodologies | Staff training

Languages - English | French (Fluent)

EDUCATION & CREDENTIALS

Master's Degree – Theology | Liberty University | 2019 | High Distinction | GPA 3.95

Bachelor of Arts Degree – Psychology | Earlham College | 1993 | Extensive additional coursework in Economics and French; studied abroad in France.

Professional Training & Certifications – MadCap Flare: Foundational (2025), Intermediate (2026) | AWS Cloud Practitioner Essentials (2019) | CompTIA Project+ (2005)

Honors – Certificate of Merit | Puget Sound Society for Technical Communications | 2001