

**SUMMARY**

Senior Technical Writer with more than 25 years' experience creating comprehensive documentation, specializing in both engineering and customer-facing materials. Proven track record writing and maintaining knowledge bases, developing innovative knowledge transfer for both customers and internal employee training. Self-motivated, detail-oriented organizer with proven ability to manage multiple projects, diverse teams, and tight deadlines. Enthusiastic and ready to champion improved documentation, leverage advanced knowledge management, and support developers and executive teams for effective communication and knowledge transfer.

**WORK EXPERIENCE****Technical Writer (Independent Contractor) Aristotle Capital Management (Santa Monica, CA) Sep 2025 – Sep 2026**

Delivered a comprehensive refresh of the Service Desk Confluence document portal, with a primary focus on creating content that empowers AI-driven support and self-service. Ensured documentation is structured, accurate, and optimized for use by both human users and AI agents, strengthening knowledge management and accelerating support response. Conducted reviews and edits of additional IT Confluence spaces for vertical teams, improving Knowledge Management throughout IT.

*Accomplishments:*

- Authored over 200 articles, edited another 800, reviewed an additional 400, and archived 600 out-of-date articles
- Created and edited several dozen workflows, diagrams, and IT infrastructure charts
- Conducted weekly coaching sessions with colleagues and teams on documentation best practices

**Knowledge Manager / Technical Writer (Contractor) Western Asset Management (Pasadena, CA) May 2019 – Aug 2025**

Identified, designed, developed, and implemented workflow and operational documentation for the IT organization and business partners. Championed knowledge management, set up and maintained knowledgebase platforms, and trained IT teams on documentation creation. Converted support documentation from Confluence to ServiceNow. Managed full complement of knowledge bases for developers and end-users in the Firm. Migrated knowledge for business integration. *Accomplishments:*

- Published over 1200 articles with over 69,000 views over five years, contributing to fewer outages, fewer emergency change requests, improved time to resolution on tickets, and fewer tickets every year
- Oversaw responses to weekly Customer Satisfaction surveys, facilitating 6-point improvement with a high of 96.33% Satisfied or Very Satisfied and never again dropping below 95.4%
- Migrated 500 articles in an integration project to the parent company in three months, ahead of the project deadline

**Project Manager (Contractor)****Walt Disney Studio (Burbank, CA) Nov 2017 – May 2019**

Managed and coordinated training activities for security and content protection team. Developed and delivered training related to the Content Information Security offered to key stakeholders. Maintained WordPress team website. Coordinated development of new projects and translations. Delivered InfoSec executive reporting. *Accomplishments:*

- Created and published stakeholder newsletters every two months, Executive Stakeholder monthly highlights, and quarterly detailed reports, enhancing communication and recruiting enthusiastic new stakeholders and champions
- Managed multiple development projects with translators, developers, and stakeholders, ensuring timely delivery and alignment with project goals

**Senior Business Systems Analyst****L.A. Care Health Plan (Los Angeles, CA) Dec 2014 – Nov 2017****IT Documentation Specialist (Contractor)****Apr 2014 – Dec 2014**

Analyzed and documented business and functional requirements, working with business partners and developers. Coordinated development teams to complete delivery of projects on schedule. Managed SDLC from requirements to implementation.

*Accomplishments:*

- Specialized in Health Service requests by cross-coordinating related IT development for assessments and data mapping, improving data accuracy and process efficiency
- Coordinated Service Requests for the Care Management team, reducing time to implementation by streamlining processes and enhancing team collaboration

Documented large-scale complex business applications, including functional specifications, business rules, and business processes. Developed and edited technical documentation for extensive system upgrades and project management process tracking. Create process flow documentation for legacy healthcare eligibility processing. *Accomplishments:*

- Created and maintained healthcare industry Data Dictionary complete with metadata, table relationships, and custom applications, improving data accessibility for team collaboration
- Managed documentation of major vendor implementation with Pharmacy Benefits Manager (PBM) across business requirements, workgroups, and technical implementation tracking, providing support for Project Managers, which streamlined communication and successful delivery by project milestones

### EDUCATION

University of California, Santa Barbara; Bachelor of Arts, Linguistics, May 1993

### SKILLS

Technical writing, Proofreading and copy editing, Business Analysis, Project Management, Communications, Agile Methodology, Cross-functional Collaboration, Creative problem-solving, Content management (Confluence, SharePoint, O365, ServiceNow, Jira), Software and Systems: Lucid, JIRA, Microsoft O365, MS OneDrive, MS Word, MS Excel, MS PowerPoint, MS Project, MS Access, Visio, Smartsheet, SharePoint, DaVinci Resolve (video editing).

- Federal (DoD) Secret Security Clearance was last active in 2011