**[Technical Writer United States](https://www.postjobfree.com/resume/ad3171/technical-writer-united-fairfax-va)**

**Location:**Fairfax, VA

**Posted:**March 02, 2024

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**Resume:**

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United States Citizen (USC)

PROFESSIONAL SUMMARY

Over twenty years’ experience in analyzing and solving complex system problems and in technical writing. Ability to handle multiple projects with tight and ever-changing deadlines and keep on schedule. Capable of creating documents that are written by several authors into one voice, making them easy to follow. Creating templates for documents and messaging for use by all team members as well as guiding them on how to use. Familiar with the Request for Proposal (RFP) submissions.

SKILLS

Ability to effectively prioritize tasks with competing deadlines

Ability to interpret data and help shape into comprehensible written products that are appealing to various stakeholders

Ability to manage ever-changing priorities and schedules

Analytical and able to solve issues or problems and deliver the modified results

Assist in creation of methodical, appropriate and consistent use of evidence and stakeholder engagement in the design and revision

Assisted in auditing, inspecting and evaluating procedures/processes and modifying as needed

Configuration Management (CM) processes and procedures

Create, edit and update documentation and ensure in an understandable manner and proper format

Design documents and templates for use by team

Document Continuous Integration and Continuous Integration and Continuous Delivery (CI)/(CD) processes

Documents include compliance of team members that good practices are followed

Ensure compliance with local, state and federal guidelines

Ensure compliant regulatory processes and guidelines are followed

Ensure document track all changes against master document to make it easy for others to address corrections during review cycle.

Ensure documents are prepared and include correct information to pass regulatory audits

Ensure related practices are up to standard and included in documentation

Excellent time management skills

Experience documenting data and content management

Experience in identifying and adjusting tone to effectively convey messages to different audiences while adhering to brand and style guidelines

Follow content development life cycles and processes

Information Mapping

Prepare and maintain regulatory procedures to ensure documents consistent and efficient

Process Improvement (PI)

Proofreading

Provide team training on new process and procedures

Shine in use of Microsoft Office software

Superior ability to work under tight deadlines

Team training on new process and procedures

Reviewed Darwin Information Typing Architecture (DITA) and eXtensible Markup Language (XML) for inclusion in documentation

PROGRAMMING LANGUAGES

Basic

COBOL

FORTRAN

HTML

Java

JavaScript

UX

UML/XML

APPLICATIONS

Amazon Web Services (AWS)

Application Programming Interface (API)

Atlassian Confluence

Atlassian Jira

Azure Cloud Platform

Enterprise Resource Planning

GitHub

GitSource

Google Cloud Platform

Jamstack

Microsoft Excel

Microsoft Office 365

Microsoft PowerPoint

Microsoft Project

Microsoft SharePoint

Microsoft Visio

Microsoft Word

Representational State Transfer (REST)

SnagIt

Wiki

STANDARDS

508 Compliance

Associated Press (AP) Stylebook

Capability Maturity Model Integration (CMMI)

Chicago Manual of Writing Style

Government Publishing Office (GPO)

International Organization for Standardization (ISO) 9001

Lean Six Sigma

DOCUMENTATION TYPES

Concept of Operation (CoOps)

Configuration Management Plan (CMP)

Contract Data Requirement List (CDRL)

Data Dictionary

Installation Guides

Lesson Plans and Quizzes

Operation Guides and Manuals

Policies and Procedures

Project Management Plan

Service and Operator Manual

Standard Operating Procedures (SOP)

Test Plans

Training Guides and Plan

User Acceptance Test (UAT) Manuals

User Manuals

Weekly Activity Reports (WAR)

White Papers

PROFESSIONAL EXPERIENCE

The 1901 ISO Group December 2023 – December 2023

Documentation Specialist/Technical Writer

Reviewed existing policies and procedures and recommended updates

Amisha/Agilex/BMA August 2023 – October 2023

Documentation Specialist/Technical Writer

Reviewed existing policies and procedures and recommended updates

Created writing guidelines and templates

Created glossary, acronyms and terminology listings

Documented CI/CD processes

Reviewed and updated Installation guide

The Mind Finders/DC Office of Inspector General May 2023 - August 2023

Documentation Specialist/Technical Writer

Reviewing existing policies and procedures and recommended updates

Created writing guidelines for the team

Reviewed and updated documents

Used GitHub documentation versioning

Created glossary, acronyms and terminology listings

Documented CI/CD processes

Reviewed DITA and XML for inclusion in documentation

Yandex/pHion Therapeutics, LTD March 2023 - April 2023

Documentation Specialist/Technical Writer

Reviewed existing policies and procedures and recommended updates

Created glossary, acronyms, and terminology listings

PTS Prime November 2022 - December 2022

Documentation Specialist/Technical Writer

Reviewed existing policies and procedures and recommended updates

Attended meetings to gather information to update documents

Updated documentation using Google Cloud Platform and Microsoft Azure: Cloud Computing Services

Created glossary, acronyms and terminology listing

Used GitHub documentation for versioning

Peraton July 2022 - November 2022

Documentation Specialist/Technical Writer

Updated and modified documentation using Adobe Acrobat Pro, Jam Stack, Microsoft Office

Reviewed and updated documents

•Installation Guide

•User Guide and Manual

•Release Notes

Created process and procedures documentation for using Google Cloud Platform and Microsoft Azure: Cloud Computing Services

Attended meetings to gather information to update documents

Created glossary, acronyms, and terminology listings

Reviewed assigned policies and procedures for compliance with federal regulations

Used GitHub documentation versioning

ACE Technologies, Inc. November 2021 - May 2022

Documentation Specialist/Technical Writer/Configuration Management

Updated and modified documentation

•Installation Guides

•Troubleshooting Guides

•End User Manuals

Worked with Developers, Engineers, Subject Matter Experts (SMEs) to gain information and knowledge on the applications and systems

Documented CI/CD processes

Ensured documents are under configuration management

Worked with team to ensure cybersecurity needs were included within documentation

Reviewed assigned policies and procedures for compliance with federal, local and state regulations

Consumers Energy (CMSEnergy) July 2021 - September 2021

Documentation Specialist/Technical Writer

Created and trained team in peer review process and procedures

Updated existing documentation to follow correct formats and templates

•Installation Guides

•Release Notes

•User Guides and Manuals

Ensured documents were under configuration management

Worked with team on cybersecurity needs within documentation

Created and modified documents using Adobe Acrobat Pro, AWS, Microsoft Office, Azure Cloud, Confluence, Content Mapper, G Suite

Followed local and state regulatory guidelines

Documented CI/CD processes

Reviewed assigned policies and procedures for compliance with federal, local and state regulations

Used Markdown Language

VAE, Inc. September 2020 - April 2021

Documentation Specialist/Technical Writer

Created and maintained documents in accordance with 508 compliance

Created and updated API templates

Created and maintained documents using

•Install Guides

•User Guides and Manuals

•Troubleshooting Guides

•Reference Guides

Created and modified documents using Adobe Acrobat Pro, AWS, Microsoft Office, Azure Cloud, Confluence, Content Mapper, G Suite, SharePoint and Atlassian Confluence Wiki

Provided Quality Assurance (QA) guidelines and reviewed documents to ensure correct information was included

Created writing style guide for the team so all documentation is consistent in formatting

Maintained version control of documents

Attended meetings to gather information to create the most current and up to date documentation

Worked with multiple subject matter experts to create, craft, and update SOX2, PCI, and NIST 800-53 governance documents

Reviewed and updated Microsoft Project schedules

SES Networks December 2019 - September 2020

Documentation Specialist/Technical Writer/Configuration Management Official

Created and maintained documents in accordance with 508 compliance and API templates

Created and modified documents

•Installation Guides

•End User Manuals

•Reference Guides

•Troubleshooting Guidelines

•Peer Review Guidelines

•QA Guidelines

Used SharePoint and Atlassian Confluence Wiki to store documentation

Ensured API templates were adhered to

Documented CI/CD processes

Worked with team on cybersecurity needs within documentation

Reviewed and updated Microsoft Project schedules

Reviewed assigned policies and procedures for compliance with federal, local and state regulations

DYNEX Technologies, Inc. August 2019 - December 2019

Documentation Specialist/Technical Writer

Created and maintained documents in accordance with 508 compliance

Created and modified documents

•Installation Guides

•End User Manuals

•Reference guides

•Troubleshooting Guides

•FAQs

Created, implemented, and managed the business quality control processes

Worked with team on cybersecurity needs within documentation

Reviewed and updated Microsoft Project schedules

Documented CI/CD processes

Reviewed assigned policies and procedures for compliance with local and state regulations

Take 2 Systems/Accenture/Freddie Mac April 2016 - August 2019

Documentation Specialist/Technical Writer

Created and maintained documents in accordance with 508 compliance and API templates

Created and modified documents

•Installation Guides

•End User Manuals

•Reference guides

•Troubleshooting Guides

•FAQs

•QA Guidelines

•CM Guidelines

Created, implemented, and managed the business quality control processes

Reviewed and updated Microsoft Project schedules

Documented CI/CD processes

Created and maintained guides, forms, specifications, and requirements using SharePoint and Atlassian Confluence Wiki

Verisign January 2012 to April 2016

Documentation Specialist/Technical Writer

Created and maintained

Runbooks

User Manuals

Installation Guides

Operation Guides

White Papers

Marketing brochures

Created and modified documents using Adobe Acrobat Pro and Microsoft Office, and Atlassian Confluence Wiki

Reviewed and updated materials for internal presentations

Reviewed web content and updated as needed

Documented CI/CD processes

Reviewed and updated Microsoft Project schedules

Worked closely with the QA team to create, implement and manage the business quality control processes

SRA International, Inc. September 1999 to December 2011

Principal/Documentation Specialist/Technical Writer/CM Official/Operations Manager for Household Goods project

Configuration Manager for the Defense Personal Property System project

Operations Manager for Operational Project Management Sustainment and Support project

Lead Systems Administrator and Analyst for System Development and Integration Services

System Administrator and Oracle Database Administrator for the pilot reengineering effort of the Transportation Operational Personal Property Standard System

Metters Industries Inc. December 1990 to September 1999

Project Manager/Unix System Engineer/Technical Writer /System Administrator/Web Administrator/Site Activator

Created and maintained the following documents

Administrative Guide

Implementation Plan

Instructor’s Manual

Training courses

Federal Bureau of Investigation (FBI) May 1987 to December 1990

Computer Programmer

Liaison for end users, outside agencies and other project members

Documented manuals and guides

Software maintenance and enhancements to existing programs

Kept statistical data on outside agencies using internal software

EDUCATION

1983-1987 Robert Morris College, Moon Township, PA, Bachelors in Business Information Systems and Quantitative Business Analysis