KARYN NEWMAN

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portfolio: https://kldnewman.com/

An accomplished technical writer with experience in software documentation and quality assurance across diverse industries such as financial services, energy, government, and healthcare data management. Proven ability to quickly grasp complex subject matter and transform it into user-friendly documentation. Detail-oriented professional with expertise in creating online help, user guides, installation manuals, APIs, and web services documentation. Skilled in Agile project management, adhering to style guides, and collaborating with cross-functional teams to deliver high-quality documentation.

TECHNICAL SKILLS:

Windows and Linux | Microsoft Office 365, Visio, SharePoint, Visual Studio Code | Madcap Flare | Jira | Confluence | GitLab | GitHub | AWS | SQL| Python | Snowflake | Databricks | Adobe FrameMaker and RoboHelp | Microsoft SQL Server Management Studio | Teradata Studio | DITA | XML | HTML and CSS | Python | JavaScript | API documentation: Swagger and Postman | Slack | Zoom | Microsoft Teams | ServiceNow

PROFESSIONAL EXPERIENCE:

Infostructures, Inc. (remote contract position at the Smithsonian)
Rockville, MD 05/2024 - present
Digital Platforms project documenting Smithsonian's systems.
Technical Writer II

- Researched, outlined, and drafted knowledgebase articles for Smithsonian's Digital Platforms systems, including documentation projects for digital collections of museum artifacts.
- Conducted interviews with Subject Matter Experts (SMEs) to gather information and drafted documentation using interview notes and existing materials.
- Revised and documented APIs using Swagger for SI's Open Access.
- Published deliverables to ServiceNow, ensuring accessibility for intended audiences.

Abacus Insights (remote)

Boston, MA 04/2021-12/2023
Healthcare data management SaaS company that focuses on improving the lives of individuals by breaking down siloes in healthcare so individuals can make better health choices. Providing data management analytics that customize the relationship between health providers and their members.

Senior Technical Writer 04/2022-12/2023

- Developed and maintained comprehensive product documentation, release notes, user guides, and FAQs in Confluence and SharePoint, collaborating with subject matter experts and adhering to document lifecycle standards.
- Utilized Jira for project management, and Madcap Flare, Microsoft Word, Snagit, and Visio for content creation, graphics, and diagrams to support internal teams and customers.
- Produced and published data dictionaries, Entity Relationship Diagrams (ERDs), and related documentation for new and updated versions of proprietary data models.

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Technical Writer   05/2021-04/2022
- Planned and wrote monthly release notes and other documentation with subject matter experts and product managers and published knowledgebase.
- Generated and published data dictionaries, Entity Relationship Diagrams (ERD), and other deliverables for new versions of our domain model; Updated JSON files in our Git repository for our custom and proprietary data model to improve data mapping and ease of use for our customers.

Technical Writer (remote contract position)   04/2021-05/2021
- Wrote user guides, integration guides, and additional online guides using Madcap Flare for a new Interoperability product.
- Ensured documentation adhered to the company and Microsoft Style guides.

MAXEX, LLC

Atlanta, GA   02/2019-06/2020

Financial technology company that provides an integrated solution, assisting clients in buying and selling residential mortgages in the secondary market.

Quality Assurance Analyst

- Developed test plans, cases, and scenarios, validating functionality for the portal software.
- Documented software functionality for team members using Jira for project management and Confluence for documentation.
- Created and ran SQL queries for product backend testing and tested products using complex developer queries.

Aquesst (Contractor – Delta Community Credit Union)

Atlanta, GA   09/2018-11/2018

Two-month project at Delta Community Credit Union in the business intelligence and data quality division.

Quality Assurance Analyst

Wrote and executed SQL queries using Teradata Studio to verify database tables were properly encrypted. Developed test plans and cases to verify that consumers' sensitive data was successfully protected; validated data; completed all project milestones.

MeridianLink (formerly CRIF Lending Solutions)

Atlanta, GA   2010 to 2018

Financial Technology company specializing in development of software applications for financial institutions, banks and credit unions of various sizes.

Quality Assurance Analyst   05/2014-08/2018
- Collaborated with team members and designed training manuals for client's complex and customizable software solutions, providing a great resource for future reference.
- Trained other technical writers on our procedures, processes, and style guides.
- Created and ran tests for SQL Server attribute creation product and learned and implemented the creation of these attributes for custom lending application.
- Researched QA test tools and presented time-saving solutions to managers; implemented and migrated test plans, cases, and artifacts cutting testing time by one-third with well-written tests in Quality Center, including regression tests, ensuring that all business requirements were covered in all areas of applications.

Documentation Specialist   01/2010- 05/2014
- Assisted quality assurance analysts in creating tests for lending and credit scoring desktop applications for Windows and Linux and web applications, gaining skills and expertise leading to a QA position within the company.

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- Planned, organized, and collaborated on the writing and editing of release notes, installation, administrator, and user guides for company software products, using Microsoft Word and Visio, Adobe FrameMaker and RoboHelp for text and Snagit or Photoshop for graphics creating consistency across all company documentation.
- Edited and maintained installation and user guides for SQL Server attribute creation product.
- Created and updated user training using Adobe Captivate. Maintained documentation in SharePoint. Created PowerPoint presentations for CEO, managers, and other team members.
- Trained other technical writers on processes, procedures, and best practices for product management and quality assurance.

ADDITIONAL RELEVANT EXPERIENCE:

Technical Writer, Siemens Energy   2007- 2009

Coordinated with team in Germany and created content migrations from Structured FrameMaker to XML (DITA) using Astoria content management system. Coordinated with managers, stakeholders, and developers to develop requirements and update test plans for new and modified systems. Planned, wrote, and edited content in Adobe FrameMaker and Microsoft Word. Created diagrams and workflows using Microsoft Visio.

Technical Writer, ACS (formerly Albion)   2006-2007

Worked on all phases of the SDLC, from gathering requirements to testing, implementation, and support. Researched and wrote design documents to fulfill business requirements for implementation of @Vantage framework project for State of Tennessee Health and Human Services (Eligibility System). Migrated organized documentation to a content management system (Documentum). Designed, created and maintained Access database to track risks, issues, action items and deliverables for conversion to web application project.

Technical Publication Specialist, Northrop Grumman   2004-2006

Created layouts and edited Technical Order Manuals using Adobe FrameMaker. Created diagrams using Adobe Illustrator. Collaborated with Equipment Specialists and followed military standards for procedures and format.

Technical Publication Specialist, Engineered Support Systems, Inc.   2002-2004

Created layouts and edited Technical Order Manuals using Arbortext Editor and SGML. Created diagrams using Adobe Illustrator. Collaborated with Equipment Specialists and followed military standards for procedures and format.

EDUCATION AND CERTIFICATIONS

Adobe Captivate
CTFL Foundations Level Software Tester, ASTQB
Oracle Certified Associate (Oracle 10g), Oracle
Bachelor of Science (BS), Information Technology (Networking and Communications), Macon State College (2002)