

# Lisa M Randall

## Senior Technical Writer

@[lisamran2016@gmail.com](mailto:lisamran2016@gmail.com)

[www.lisarandall.net](http://www.lisarandall.net)

📍 Denver, Colorado

### EXPERIENCE

#### Senior Technical Writer

**Swisslog Healthcare** 06/2022 - 12/2024 Westminster, CO

- Improved installation time of medical inventory management software by writing, reorganizing, and single-sourcing deployment guides in extensible markup language (XML), then testing the content.
- Coordinated translators, product managers, developers, and testers to produce content in four languages, ensuring accuracy and consistency.
- Contributed to departmental and organizational process development and the department style guide, enhancing quality and efficiency.
- Maintained an internal knowledge site in SharePoint for developers.

#### Senior Technical Writer (Contractor)

**Stephenson Stellar Corporation** 10/2021 - 04/2022 Colorado Springs, CO

- Drafted and edited research papers for non-technical, government readers about radio frequency interference (RFI), supervisory control and data acquisition (SCADA) systems, cybersecurity, and satellites.
- Wrote status reports for a team that researched the progress of artificial intelligence (AI) and machine learning (ML) projects, increasing project efficiency.
- Collaborated extensively with experts in scientific fields to produce easily understood documentation.

#### IT Technical Writer

**MYR Group** 09/2020 - 10/2021 Thornton, CO

- Documented procedures like setting up tablets, connecting to the network, and using software, improving user efficiency.
- Created knowledge-based articles about network security and desktop virtualization services, enhancing user knowledge and best practices, and leading to a 10% increase in compliance.
- Developed the documentation process, style guide, and templates, ensuring consistency across the organization.

#### Senior Technical Writer (Contractor)

**Huron** 06/2020 - 09/2020 Denver, CO

- Edited extremely detailed documents about software maintenance, information security, and personnel roles for FedRAMP compliance.
- Created release notes and manuals for internal and external audiences for software as a service (SaaS) products.

#### Senior Technical Writer (Contractor)

**Quantum Corporation** 06/2019 - 03/2020 Englewood, CO

- Created online content for high-capacity disk arrays with virtual machine (VM) controllers that interface with Internet of Things (IoT) software.
- Produced quick start guides that detailed installation and configuration of backup storage servers, reducing setup time by 15%.
- Participated in tests to ensure server documentation accuracy and clarity.

#### Senior Technical Writer

**Talisys** 12/2014 - 05/2019 Golden, CO

- Created and edited end user and operational documentation for highly configurable, complex brokerage software.
- Mentored employees and junior department members about documentation standards and procedures.
- Edited templates for efficiency, meeting evolving company needs and improving documentation processes.

### SUMMARY

With extensive experience in technical writing across various domains, including healthcare, aviation, and technology, I am enthusiastic about creating clear, user-friendly, and impactful content. Collaboration with diverse teams helps me develop a keen understanding of users' needs. My drive to enhance users' experiences and support organizational success closely aligns with the core objectives of any organization.

### KEY ACHIEVEMENTS

#### 💎 Optimized Installation Process

Reduced installation time by 20% through improved documentation.

#### 💎 Multilingual Content Production

Produced content in four languages for an entire product line.

#### 💎 Effective Mentorship

Successfully mentored junior writers, enhancing team output by 30%.

### SKILLS

#### Software

Adobe Acrobat • Microsoft Word •

MadCap Flare • Microsoft SharePoint •

Atlassian Confluence • Atlassian Jira •

Microsoft PowerPoint • Microsoft Visio •

Microsoft Excel • Microsoft Visual SourceSafe •

SnagIt • Adobe FrameMaker •

Content Management Systems •

Version Control Systems

## EXPERIENCE

### Technical Writer

**Xero** 09/2013 - 09/2014 Denver, CO

- Created online content for new, high-profile payroll software in an Agile environment.
- Updated extensive accounting online help system based on user feedback, reducing user queries by 10%.
- Identified gaps in documentation and implemented improvements to support users and stakeholders.
- Created the style guide and the onboarding process in collaboration with others on an international team.

### Instructional Designer (Contractor)

**HelpMeSee** 10/2011 - 06/2013 Denver, CO

- Designed and developed multimedia eLearning and training materials for surgeons to learn manual cataract surgery.
- Managed the eLearning development process, including coordinating functional groups to ensure timely and accurate content delivery.
- Conducted individual tryouts to gather students' feedback, and created Discrepancy Reports to improve lesson quality and effectiveness.

### Technical Writer

**Embla Systems** 05/2010 - 09/2011 Thornton, CO

- Updated extensive online help system, installation guides, release notes, clinical and user manuals, instructions for use (IFUs), quick reference cards, requirements, and specifications for sleep disorder diagnostic hardware and software.
- Assumed lone-writer responsibility for large projects with tight deadlines, delivering all projects on time.
- Worked with translation companies to ensure timely delivery of content.

### Instructional Designer

**FlightSafety International** 06/2006 - 02/2009 Denver, CO

- Designed and developed multimedia eLearning materials about the KC-135 Stratotanker for all crew member levels of the United States Air Force (USAF).
- Documented flight control operation and upgraded avionics.
- Oversaw progression of eLearning materials through extensive review and approval process to ensure content met style guides, program requirements, and USAF specifications.
- Collaborated with USAF pilots and students, graphic artists, and other writers to develop comprehensive courseware.

### Technical Writer

**Jepesen** 06/2003 - 06/2006 Englewood, CO

- Created, edited, and updated user's guides, eLearning storyboards, release notes, quick start guides, functional descriptions, installation guides, and testing documents for high-profile aviation software installed on Boeing 777 airplanes.
- Interfaced with graphic artists to create expressive illustrations, diagrams, and charts, enhancing visual appeal and clarity of technical documents.
- Edited documents for accuracy, syntax, grammar, and layout.
- Adapted to rapidly changing software, schedules, and deadlines.
- Designed and developed end user and quick start guide templates.

## EDUCATION

### Bachelor of Arts, Technical Journalism

**Colorado State University**

Fort Collins, Colorado

## SKILLS

### Abilities

- Online Help • User Manuals •
- Installation Guides • Release Notes •
- Administration Guides • Quick Start Guides •
- Instructions for Use (IFU) • Style Guides •
- Departmental Procedures • Template Creation •
- Extensible Markup Language (XML) •
- Instructional Design • Instructor Guides •
- Student Guides • eLearning •
- Agile Development • Project Management

### Subjects

- Cybersecurity • IT Infrastructure • DevSecOps •
- Networking • Software Configuration •
- Information Security • Microservices •
- REST APIs • Cloud Computing •
- Securities Processing • Commercial Aviation •
- Military Aviation • Internet of Things (IoT) •
- Medication Inventory • Pharmacy Automation •
- Cataract Surgery • FedRAMP • Satellite Systems •
- Radio Frequency Interference (RFI) •
- National Institute of Standards and Technology (NIST) • Supervisory Control Data Acquisition Systems (SCADA)

### FIND ME ONLINE

 [Professional Site](http://www.lisarandall.net)

[www.lisarandall.net](http://www.lisarandall.net)

 [LinkedIn](https://www.linkedin.com/in/lisa-randall-tech-writer/)

[www.linkedin.com/in/lisa-randall-tech-writer/](https://www.linkedin.com/in/lisa-randall-tech-writer/)