

Daniel Lawler

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Results-driven Technical Writer with a strong motivation to excel and a proven skillset, poised to enhance your team's documentation efforts for IT Services and stakeholders. Collaborative by nature, I thrive in cross-functional environments, partnering closely with product managers, engineers, SMEs, and solution architects to create exceptional technical documentation, network diagrams, technical architecture overviews, and operational process manuals. My ability to simplify intricate technical concepts is core to my skillset.

KEY QUALIFICATIONS

- * Extensive track record in technical writing, specifically in software documentation.
- * Consistently deliver meticulous and high-quality documentation with a keen eye for detail.
- * Proficient in simplifying intricate technical concepts and presenting them effectively through text and visuals.
- * Exceptional writing skills and detail-oriented.
- * Familiarity with SDLC and processes such as Agile/Scrum.
- * Associate's degree in Engineering and English Composition.
- * Possess strong research and analytical abilities.
- * Capable of managing multiple projects simultaneously and meeting stringent deadlines.
- * Excel in both technical writing and verbal communication.
- * Proficient in using MS Office and Google Docs.

MY EXPERIENCE

ASTREYA – IT MANAGED SERVICES, AUTOMATION, AND SOFTWARE SOLUTIONS 2022 – PRESENT

- Senior Technical Writer**
- * Create and now maintain team's multiple Google drive websites
 - * Modified over 200 Runbook process documents for AI discoverability
 - * Writer and editor of RFP responses using PowerPoint
 - * Created Technical Style Guide and writing standards Using MS Word and Google Docs
 - * **Software** – Google Suite (Doc, Sheets, Meet), Microsoft Word, Excel, & Visio, PowerPoint, Confluence, JIRA, Workday, HTML, Service Now, Paint, Adobe products

ATTORNEY'S TITLE FUND SERVICES – TITLE INSURANCE 2020 – 2022

- Digital Content Producer**
- * Created and maintained Kentico content (CMS) for website
 - * Created and maintained User Guides and Release Notes
 - * Editor of monthly newsletter and create images for online blog
 - * **Software** – Kentico Cloud, FrameMaker, Adobe Creative Cloud, JIRA, Git, Acrobat Pro/DC, HTML, CSS, Microsoft Office, MS Teams, Zoom, Paint

FISERV – FINANCIAL SOFTWARE 2006 - 2020

- Senior Technical Writer**
- * Led a team of off-shore resources and saw to their development as technical writers
 - * Created and maintained online help for XML middleware
 - * Created and maintained installation/configuration guides for engineers
 - * Proficient writing within the SDLC using Agile
 - * Created API documentation
 - * Performed Peer reviews according to Chicago Manual of Style and internal Style Guide
 - * **Software** – Structured (SGML) FrameMaker, MadCap Flare, Captivate, Acrobat Pro/DC, Microsoft Office, RoboHelp, Confluence, Swagger, JIRA, CSS, XML, DITA, HTML, SGML, SQL, TFS, Linux, Power Point, Visio, SharePoint, PhotoShop, SnagIt, MS Teams, Zoom, Paint

US NAVY

Electronic Technician First Class

- * Instructor; logic circuits
- * Communications (VHF/UHF) repair
- * Calibration technician
- * User Manual for MK-5 Bridge Building Boat
- * Secret Security Clearance

MY PROFESSIONAL DEVELOPMENT

- * ESI, IT Project Management
- * Systematic Software Testing
- * Basic and Advanced RoboHelp courses
- * MadCap Flare Basics
- * Society of Technical Communication
- * Numerous writing and leadership workshops

MY EDUCATION

- * State Technical Institute at Memphis, AA Electronic Engineering
- * Florida State Community College, AA English Composition