

LISA RANDALL

Senior Technical Writer

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SUMMARY

With extensive experience in technical writing across various domains, including healthcare, finance, 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 any organization's core objectives.

SKILLS

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|------------------|-------------------|------------------------|------------------------|
| • MadCap Flare | • SnagIt | • Atlassian Confluence | • Microsoft PowerPoint |
| • Microsoft Word | • Adobe Acrobat | • Atlassian Jira | • Microsoft Excel |
| • MadCap Central | • Microsoft Visio | • Microsoft SharePoint | • Adobe FrameMaker |

WORK EXPERIENCE

Senior Technical Writer

June 2022 to December 2024

Swisslog Healthcare—Westminster, CO

- Improved installation time of pharmacy inventory management software by writing, reorganizing, and single-sourcing deployment guides that were based on DevOps procedures in MadCap Flare, then testing the content.
- Coordinated translators, project managers, software developers, and quality engineers in an international team to produce multilingual content, ensuring accuracy and consistency.
- Updated online user content—including user interface (UI) reference, procedures, and screenshots—in an Agile environment.
- Contributed to organizational process development and the department style guide, enhancing efficiency, intra-organizational communication, and efficiency.
- Maintained an internal knowledge site in SharePoint for software developers, ensuring documentation is organized.

Senior Technical Writer (Contractor)

October 2021 to April 2022

Stephenson Stellar Corporation—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 satellite systems.
- Wrote program documentation for a team that researched artificial intelligence (AI) and machine learning (ML) projects, increasing project efficiency.
- Collaborated extensively with subject matter experts (SMEs) to produce easily understood documentation, including real-life examples and use cases.

IT Technical Writer

September 2020 to October 2021

MYR Group—Thornton, CO

- Documented IT procedures like tablet set up, connecting to the network, and using internal software, improving team 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, the style guide, and templates, ensuring consistency across the organization.
- Created a company-wide newsletter to inform users of best practices when using computers and software.
- Created process and data flow diagrams to visually depict procedures.

Senior Technical Writer (Contractor)*June 2020 to September 2020*

Huron Consulting—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.
- Worked with engineering teams to determine documentation and knowledge management requirements.

Senior Technical Writer (Contractor)*June 2019 to March 2020*

Quantum Corporation—Englewood, CO

- Created online content for high-capacity disk arrays with virtual machine (VM)-based controllers for Internet of Things (IoT) integration. Example: [VS1110-A Doc Center \(quantum.com\)](#)
- Produced quick start guides for backup storage server installation and configuration, reducing setup time by 15%.
- Maintained documentation in a content management system (CMS).

Senior Technical Writer*December 2014 to May 2019*

Talisys—Golden, CO

- Collaborated with SMEs, engineers, and product teams to define, design, create, and maintain documentation for configuration-controlled, complex brokerage software.
- Mentored employees and junior department members on documentation standards and procedures.
- Edited Microsoft Word templates to increase efficiency and improve documentation processes.

Technical Writer*September 2013 to September 2014*

Xero—Denver, CO

- Created topic-based help for high-profile payroll software in an Agile environment.
- Updated extensive accounting topic-based help system based on user feedback, reducing user queries by 10%.
- Created the style guide and the onboarding process in collaboration with international team members.

Instructional Designer*October 2011 to June 2013*

HelpMeSee—Denver, CO

- Designed and developed multimedia eLearning and training materials for surgeons to learn manual cataract surgery.
- Managed the entire eLearning development process to ensure timely and accurate content delivery.

Technical Writer*May 2010 to September 2011*

Embla Systems—Thornton, CO

- Updated installation guides, release notes, clinical manuals, instructions for use (IFUs), quick reference cards, and specifications for sleep disorder diagnostic hardware and software.
- Developed topic-based help system and PDF deliverables, supporting compliance and product certification.

Instructional Designer*June 2006 to February 2009*

FlightSafety International—Denver, CO

- Designed and developed multimedia eLearning materials about flight controls and upgraded avionics on the KC-135 Stratotanker for all crew member levels of the United States Air Force (USAF).
- Collaborated with USAF pilots and other teams to oversee progression of eLearning materials through extensive review and approval process to ensure content met style guides, program requirements, and USAF compliance.

Technical Writer*June 2003 to June 2006*

Jeppesen—Englewood, CO

- Created, edited, and updated user guides, release notes, quick start guides, functional descriptions, installation guides, and testing documents for high-profile aviation software installed on Boeing 777 aircraft.
- Interfaced with graphic artists to create expressive illustrations, diagrams, and charts, enhancing visual appeal and clarity of technical documents.

EDUCATION

Bachelor of Arts, Technical Journalism

Colorado State University—Fort Collins, CO