





# Lisa Adams


## Technical Writer

Plano, TX 

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## Profile

Senior-level technical writer with experience in hardware manuals, end-user software guides, and developer documentation. Curious self-teacher that can master new concepts and technologies while staying current with industry trends and best practices. Collaborative writer, editor, and trainer that can support any phase of the product development lifecycle.

## Technical Skills

- Adobe Acrobat
- Adobe Illustrator
- Adobe Photoshop
- Adobe RoboHelp
- Camtasia
- Captivate
- Confluence
- DITA with oXygen
- Git / GitHub / GitLab
- Jira
- MacDown
- Markdown
- Microsoft Office Suite (Word, PowerPoint, Excel)
- Microsoft SharePoint
- Microsoft Visio
- Microsoft Visual Studio Code
- Postman
- Python PCEP Certified
- Slack
- Swagger

## Experience

### Senior Technical Writer

2014 – Present

KRATOS ANTENNA SOLUTIONS, PLANO, TX

- Support 40+ engineers writing, developing, editing, and producing customer-facing documentation and images for antennas and satellite communications equipment.
- Collaborate with cross-functional teams to create templates and understand their content needs and ensure that the content produced is aligned with organizational goals and user needs.
- Actively engage with other technical writing groups to promote knowledge sharing and unify processes and tooling.

### Select Accomplishments

- Wrote and produced 544+ assignments across 71 different document types in Word and output to PDF for printing.
- Developed 17+ training presentations in RoboHelp.
- Developed, communicated, and trained others on documentation standards, templates, and best practices.
- Edited REST API reference and security documentation for an antenna control unit, including descriptions, paths, queries, and responses. This allowed another division to implement monitoring and control (M&C) and deliver a critical feature to a VIP customer.

### Logistics Analyst

2011 – 2013

ROCKWELL COLLINS, ATLANTA, GEORGIA

- Received a Lean Burst Award for recouping \$80,000 worth of old debt. Also recouped \$1.2 million in 2014.
- Processed 1000s of pieces of aviation equipment through the Atlanta Service Center using SAP, Supply Network Collaboration (SNC), Transportation Management System (TMS), Excel, and Team Space.

- Assisted Program Managers with special projects, such as researching high failure rates, finding military specifications, plus analyzing, tracking, organizing, planning, and administering the programs.

## Senior Technical Writer

2007 – 2011

ROCKWELL COLLINS, ATLANTA, GEORGIA

- Promoted from documentation specialist after 6 months after completing company training.
- Standardized DKET manuals to save labor costs and improve time to completion by 75%.
- Wrote 9 200-page Operations and Maintenance manuals for Army and Marine satellite communications operators.
- Edited 10 200-page satellite communications equipment manuals according to military standards, ensuring proper grammar, consistency, and sentence flow.
- Managed and maintained a digital technical publication library of more than 100 manuals.
- Filed, controlled, and managed large quantities of printed documentation and other media.
- Received numerous bonus awards for completing 200-page assignments ahead of or within tight deadlines.

## Senior Technical Editor

1998 – 2006

PANAMSAT, ATLANTA, GEORGIA

- Designed and managed a department Intranet site.
- Wrote and edited hardware and software engineering documentation for satellite communications equipment used to broadcast television programs.

## Affiliations & Volunteer

*Member, Society for Technical Communication & Write the Docs*

*Evangelist Leadership Role (2023 – Current)*

WOMEN WHO CODE (WOMENWHOCODE.COM)

Women Who Code is a social enterprise that empowers women in technology. As an Evangelist Leader, I spread the word about WWC, develop leadership skills, and create and plan events for the organization.

*API Software Technical Writer (2023 – Current)*

THE GOOD DOCS PROJECT ([HTTPS://GITLAB.COM/TGDP/TEMPLATES](https://gitlab.com/tgdp/templates)).

Created an API Quick Start Guide template.

*Community Engagement Worker (2022 – Current)*

ANITAB.ORG

Co-lead the Python programming course; communicate with and motivate students in Slack; manage coursework.

## Education

### Professional Certificate in Technical Writing

Kennesaw State University, Kennesaw, Georgia

### B.S. Electrical Engineering Technology

The University of North Carolina, Charlotte

### Professional Development

- Python Programming, Collin College, Plano, Texas
- Certificates and courses in API Documentation, DITA, HTML, CSS, Sass, Linux, API Testing, Scrum, Agile and others (via Udemy and LinkedIn Learning)
- AI Certifications: ChatGPT Prompt Engineering for Developers, LangChain for LLM Application Development, How Diffusion Models Work, Building Systems with the ChatGPT API, DeepLearning.AI Short Courses