

Lynn S. Faiola

Atlanta, GA | lynn.s.faiola@gmail.com | (850) 619-0013 | [Portfolio](#) | [LinkedIn](#)

WORK EXPERIENCE

Workday

August 2021 – February 2025

Senior Technical and UX Writer | May, 2024 – February, 2025

Remote

- Mentored technical writers and conducted working groups to improve processes and learning across various products.
- Redesigned the information architecture of the team's internal Google site to increase usability.
- Developed feature descriptions in collaboration with Product and Legal, outlining warranted product functionalities.

Technical and UX Writer | August, 2021 – May, 2024

- Worked with multiple Agile scrum development teams focused on sourcing, procurement, and AI contract products. Tested features and wrote and updated customer facing administrator and user guides, release notes, UI Text, and publications, using Jira and Adobe Experience Manager.

Delta Community Credit Union

January 2018 – July 2021

Technical Writer

Atlanta, GA

- Collaborated with credit union departments and subject matter experts to develop and maintain documentation for a knowledge management system, capturing new material and updating existing content for software and policy updates.
- Converted and designed HTML templates for documentation, ensuring efficient conversion from Microsoft Word to SharePoint, and maintained a consistent style across all materials while adhering to established style guides.
- Proofread, edited, and revised documentation while incorporating user feedback to provide clear and accurate instruction.

Optomi-NCR

October 2017 – December 2017

Technical Writer

Duluth, GA

- Collected information and data from software engineers and SMEs to design and implement an extensive user guide and installation guides for new software in an SaaS environment.
- Edited and formatted technical information to be included in user and installation guides.

FEMA Region IV

November 2016 – October, 2017

Technical Writer

Atlanta, GA

- Developed and edited technical documentation (SOPs, user guides, reference materials, training materials) for the Recovery Division, collaborating with subject matter experts to ensure accuracy.

DRS Maritime Systems & Services

March 2014 – November 2016

Technical Writer II | March 2016 – November 2016

Chesapeake, VA

- Conducted quality reviews and supported project management through task assistance and customer interface.

Technical Writer I | March 2014 – March 2016

- Developed and edited technical documentation in Arbortext and Adobe Framemaker, including S1000D-compliant manuals, training materials, reports, proposals, and procedures, collaborating with engineering teams to ensure accuracy.

EDUCATION

Georgia Institute of Technology, Professional Education, UX/UI Design

July 2021

Florida State University, MS Library and Information Sciences, Summa Cum Laude

August 2016

University of Alabama, BA, English

May 2013

SKILLS, TECHNOLOGIES, & INTERESTS

- **Skills:** Accessibility; Documentation; Editing; Globally Distributed Teams; Leadership; Project Management; Section 508 Compliance; Technical Writing; UX Writing, UX Design; Video Editing
- **Technologies:** DITA; XML; SGML; HTML/HTML5; CSS; JavaScript; Arbortext; Framemaker; Adobe Experience Manager; Jira; Oxygen; Confluence; Miro; Figma; Markdown; Microsoft Office; Microsoft SharePoint; Camtasia
- **Interests:** Gaming, Leisure Reading, Exercising, User Experience, Information Architecture