

SUMMARY

- Versatile Technical Writer & Project Manager with 20+ years in Technology (including 14 at Microsoft).
- Effective communicator, able to translate complex processes into clear, useful content for a range of audiences.
- Broad knowledge and expertise in compliance/security-related topics, including ethics, privacy, and governance.
- Experienced and knowledgeable of compliance-related subject matter, including governance, risk, and security.
- Exceptional verbal and written communication skills, adept at developing a wide range of content solutions.
- Collaborative, professional demeanor, skilled in working cross-functionally in all levels of the organization.
- Works with internal stakeholders or external customers to set and follow best practices for measurable results.

PROFESSIONAL EXPERIENCE

Murphy and Associates

August 2019–Present

Writer/Editor -- Wrote and compiled data for NIST-800-53 compliance policies, standards, digests, and procedures for SAP Concur for internal and external audits. Recrafted incident response plan and Department of Defense (DoD)/FedRAMP+ System Security Plan (SSP). Identified gaps in SSP and became primary technical document owner for SSP under the Controlled Documents Lead reporting to the CISO. Implemented changes and additions to support legal counsel revisions. Compliance frameworks included SOC-1, SOC-2 and ISO 27001. Project coordination and drafting of standard operating procedure manual for incident response offshore call center. Daily use of Zoom to convey status to stakeholders and report on all lifecycle phases. Internal SME and control owner interviews. Maintained technical document management workbook and collaborated daily with Application Security and Privacy teams.

EEC, LLC, Seattle, WA (www.eec-llc.biz)

July 2007–Present

Owner/Manager -- Provided business development, content development, and project management for subcontractors and clients, including Denali Advanced Systems, GarbleCloud, Scalewise Media, Pearson Digital Learning, Kemp Technologies, Active Learning Technologies, University of California, Davis, and Linbit Linstor[®]. Led outsourcing, managing IT resources, scoping, and status reports.

Mobile Integration Workgroup (partial contract through MAQ Software)

July 2018 - July 2019

Writer/Content Strategist -- Consultancy for internal branding initiative. Vetted potential clients and supported response to marquee customers in the IT Telcom space. Wrote blogs such as: mcellblock.com/device-testing-in-mixed-environments/. Supported Microsoft to develop an ecosystem onboarding guide for Azure Operations.

UniVentures, Scottsdale, AZ (independent contractor at Microsoft)

June 2013–July 2014

Project Manager/Writer -- Scoped, planned, wrote, and edited user manuals for the Device and Entertainment Services group. Created standard operating procedure manual. Managed external manual roll-out to Microsoft partners as well as internal version for Microsoft Service Delivery Managers. Innovated internal operations manual to include global focus. Created timelines and reported on all phases of content development lifecycle.

Ivoxy Consulting, Kirkland, WA

October 2012–November 2013

Project Manager -- Worked on contracts and budgets with account managers; scoped work and tracked tasks. Scheduled engineers for networking and storage implementation projects; dispatched appropriate engineer to match client needs. Managed customer engagements, coordinated hardware moves, and synced with customers to track progression. Managed 10 consultants for scoping and envisioning of large-datacenter projects. Clients included ITron, Tableau, Charles Schwab, and World Vision. Oversaw logistics of networking equipment for disaster recovery sites moving from one part of world to U.S. and vice-versa.

Murphy & Associates, Kirkland, WA (contractor at Microsoft)

September 2009–March 2012

Producer -- Oversaw web production and delivery of house ads on the Xbox Dashboard. Managed segment-based subscriptions and strategies for customer collateral. Collaborated across teams and strategized findings from stakeholder discussions. Worked with Design, Marketing, and Development teams to enhance navigation and customer preferences, including UI navigation elements. Supported enhanced navigation for customer channels.

Writer/Project Manager -- Developed product information for Microsoft Store Online (store.microsoft.com). Participated in global planning, implementation, and content coordination. Liaised with business groups and managed content workflow and redesign in partnership with Legal and Customer Support. Built relationships with International Program and Creative Directors, Writers, and Design teams to solve issues and mitigate risk. Liaised with international resellers in managing hand-off process. Consulted cross-organization with UX, Merchandising, Catalogs, Web Production, UAT for global migration.

Microsoft, Redmond, WA

June 2008–September 2010

Technical Editor -- Editorial lead and content strategy for Windows 7, developing screencasts, videos, and other handoff-ready content. Partnered with product teams for Windows Media Player, Windows Media Center, and Find and Organize; cross-collaborated with Marketing, User Research, and Windows Online Web teams.

Safeco Insurance, Seattle, WA

July 2007–June 2008

Managing Editor/Project Manager

Contractor at Microsoft (various staffing agencies)

June 2003–March 2007

Technical Writer/Editor

EDUCATION

- **Technical Editing Certificate**, Bellevue Community College, Bellevue, WA
- **Bachelor of Arts, Journalism**, State University of New York, New Paltz, NY