

ERIN ADAMS-PHILLIPS

Mobile: 513.462.6032 E-mail: erinaphil@gmail.com

“Erin Adams-Phillips demonstrates the ability to work independently with creativity and enthusiasm as well as effectively lead a team. Her communication skills are pleasant and put everyone at ease.”

—Raven Buffer-Hardy, M.S., Employment Specialist, Alabama Department of Rehabilitation Services

PROFESSIONAL SUMMARY

Knowledgeable Technical Writer-Editor with more than 20 years of experience in research reports, technical reports, software manuals, standard operating procedures, user manuals, Plain Language, Search Engine Optimization (SEO), and Section 508 Compliance.

PERSONAL PROFILE

- **Powerhouse**, who can work independently and in a team environment
- **Leader**, who is organized, motivated, and perceptive
- **Game Changer**, who is innovative, proactive, and task-oriented
- **Communicator**, who easily establishes rapport with individuals at all levels
- **Lifetime Learner**, who commits to consistent learning, adaptability, and feedback

INDUSTRY EXPERTISE

Technical Documentation: User Manuals, User Guides, Software Documentation, Instruction Manual, Training Manual, Policy Manual, SOP (Standard Operating Procedures) Manual, API/SDK Documentation, Project Plans, Business Standards, Repair Manuals, RFPs/Proposals, Cybersecurity

Scientific/Medical Documentation: PMAs, IDEs, Journal Literature, Clinical Quality Assurance, Regulatory Guidelines, Case Summaries

Academic/Analytical Documentation: Informational Documents, Scientific Papers, Case Studies, White Papers, Executive Summaries, Root Cause Analysis, Problem Management

Technical Marketing Content: Press Releases, Newsletters, Social Media Content, Presentations

Support Services: Corporate Copywriting, Human Resources Onboarding Procedures, Research, Editing, Proofreading, Training

KNOWLEDGE, SKILLS, & ABILITIES

- Strong ability to break down complicated jargon and technical terms and make it clear and concise for all audiences.
- Excellent editing and composition skills that help me provide high-quality content to clients.
- Superb reading comprehension skills allow me to develop an understanding of new technical concepts.
- Capable of meeting deadlines and managing more than one project at a time.

SOFTWARE SKILLS

Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft SharePoint, Microsoft Access, Microsoft Publisher, Microsoft Outlook, Microsoft Visio, Microsoft Teams, Adobe Acrobat/FrameMaker, Adobe Photoshop, AutoCAD, RoboHelp, Notepad/Notepad++, Agile, SCRUM, Jira/Kanban

WRITING STYLE GUIDES

AMA, AP, APA, Chicago Manual of Style, GPO-OPM, MLA, Microsoft Style Guide

SECURITY CLEARANCE

Public Trust Security Clearance

EDUCATION

Southern New Hampshire University

Master of Arts, English (Creative Writing)

Capella University

Master of Science, Information Technology (Project Management)

Troy University

Bachelor of Science, English (Business & Technical Writing)

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CAREER EXPERIENCE

TISTA Science & Technology Rockville, MD

2022-Present

TISTA Science & Technology Corporation provides a wide-range of services, including Application Engineering, Consulting, Cybersecurity, Data Science, Infrastructure, and Mobility support, in the Health, Defense, and Civilian sectors.

Sr. Technical Writer- Editor Department of Veterans Affairs | Office of Information Technology | Cybersecurity

- Sole Technical Writer in support of Enterprise Vulnerability Management Solutions (EVMS) with the Office of Information Security (OIS)
- Serves as Knowledge Manager for cybersecurity documentation
- Creates, edits, updates, and manages cybersecurity-related documentation for the Department of Veterans Affairs
- Coordinates with Project Manager to develop cybersecurity processes
- Collaborates with other Program offices to produce technical and cybersecurity documentation to include processes, assessments, Standard Operating Procedures (SOPs), guides, and templates
- Manages the team's SharePoint Database and trains new team members on SharePoint and Microsoft Teams

GovernmentCIO, Washington, DC

2021-2022

GCIO combines extensive Federal experience with innovation, disruptive approaches, and a caring, inclusive culture that puts customers before profit.

Technical Writer II, Department of Veterans Affairs | Office of Information Technology | Operations Triage Group

- Collaborated with Triage teams and Engineering teams to resolve High and Critical Priority Incidents
- Collaborated with IT Site Reliability Engineers (SREs) to compose executive summaries and root cause analyses of major network incidents in an Agile environment
- Led the project to compile an in-house style guide to standardize documentation standards across multiple divisions
- Coordinated with Project Manager to develop technical and functional specifications
- Worked with the Problem Management team to develop Executive Summaries, Root Cause Analysis, and Facts & Findings
- Reviewed and edited existing project documentation

PERATON, Herndon, VA

2018-2022

Peraton is a privately held American technology company with areas of service that include space, intelligence, cybersecurity, defense, homeland security, and health.

Editor, Office of Federal Student Aid

- Researched, wrote, and edited Federal Student Aid (FSA) content for the U.S. Department of Education (ED)
- Reviewed FSA inquiries and correspondence to ensure completeness, clarity, and compliance
- Executed multiple writing and editing tasks to meet company deadlines and quality assurance
- Managed team and project productivity to maintain workplace retention

ETHICON-ENDO SURGERY, Blue Ash, OH

2009-2010

A subsidiary of Johnson & Johnson, EES makes surgical devices and equipment for open surgeries and minimally invasive procedures in the areas of bariatrics, gastrointestinal health, gynecology, and surgical oncology.

Scientific Technical Writer, Sterilization Sciences

- Wrote contracts, nondisclosure agreements, and employee responsibility
- Developed scientific and technical specifications for products, processes, and services for internal and external departments
- Worked closely with SMEs to ensure the accuracy of standards, policies, and procedures
- Planned documentation projects and strategies and wrote operation manuals for end-users
- Researched and identified sterilization process and product requirements in applicable standards for inclusion in company policies and procedures

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CAREER EXPERIENCE (CONTINUED)

HEWLETT PACKARD, Cincinnati, OH

2007-2008

HP Inc. is an American multinational information technology company that develops personal computers, printers, and related supplies, as well as 3D printing solutions.

Technical Writer/Functional Lead, Project Recovery Proctor & Gamble Account Services

- Worked with engineers, mathematicians, and physical scientists to wordsmith analysis documents on systems, structural analysis, system evaluations, and technology for Proctor & Gamble (P&G)
- Performed copyediting and proofreading on research reports, internal and external memoranda, PowerPoint presentations, and briefings, ensuring adherence to scholarly research standards and the Chicago Manual of Style
- Planned, wrote, and edited operational and instructional manuals, as well as maintenance and test procedures, for paper- and Web-based publications
- Documented engineering processes and specifications for software development lifecycle, product delivery, and product and patch releases
- Wrote, edited, and formatted corporate annual reports and white papers

ETHICON-ENDO SURGERY, Blue Ash, OH

2006-2007

Technical Writer, Regulatory Affairs

- Assisted with the development of Investigational Device & Pre-Market Approval (IDE/510K/and PMA) submissions for class II and III medical devices to be distributed in the US and prepared technical files for all devices
- Successfully revised and updated necessary written materials for PMA submission to the Food and Drug Administration (FDA)
- Created technical content for marketing campaigns and online product demonstrations
- Assisted in maintenance and updates of documents after application and business changes occurred
- Liaised with IT staff to ensure quality, timeliness, and efficiency of technical document updates

DOD-USAF, Maxwell AFB-Gunter Annex, AL

1996-2006

Technical Writer-Editor, HQ SSG Engineering Directorate | Test & Evaluation

- Performed extensive, in-depth editorial review of Management Information Systems (MIS) documentation developed by System Program offices
- Ensured MIS documentation was compliant with established Department of Defense Instructions and Regulations (DODI & DODR), Air Force Instructions (AFI), and Air Force Rules & Regulations (AFR)
- Researched and created information through a variety of delivery mediums including online help, manuals, white papers, design specifications, project plans, software test plans, policy and procedures, and training materials
- Reviewed and edited final copy for distribution
- Wrote API documentation and user guides
- Provided tool support for other writers in divisions across the company