

# TAMATHA E. CORCORAN

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Portfolio: <https://www.tammiecorcoran.com/portfolio>

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## TECHNICAL WRITER

*Multifaceted technical career with 15-year track record of innovation and success*

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Creative, curious, highly adaptable professional writer with over 15 years of experience designing and writing materials aimed at educating, improving quality, and raising standards. Skilled in innovation and aligning company needs with short- and long-term writing solutions along with the ability to adapt writing styles to various audiences. Graduated University of Maryland University College in 2012 with a degree in Communications with an emphasis on writing. Gained exceptional communication skills with the ability to identify and achieve client objectives. Recipient of multiple company awards for excellent customer service. Strong knowledge of complex technical solutions for the creation of technical documents, multimedia, and print publications. Accomplished communicator skilled in cross-functional collaboration to achieve shared goals.

### AREAS OF EXPERTISE:

- Technical End User Guides
- Technical Design Documents
- Process Improvement
- Strategic Communications
- SharePoint Administration
- Social Media Optimization
- Graphics with Adobe Illustrator/Photoshop
- Content Management Systems (CMS)
- Standard Operating Procedures
- Training & Development
- IT Project Management
- Technical Background
- Written and Oral Communications
- Website Development

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## PROFESSIONAL EXPERIENCE

DISTRICT ACCESS SYSTEM GROUP (DCAS), WASHINGTON, D.C.

DEPARTMENT OF HEALTH CARE FINANCE (DHCF)

**Knowledge Manager/Technical Writer**, 02/2023 – 10/2025

Knowledge Manager for a group of approximately 150 personnel responsible for the District of Columbia Access System (DCAS), a services portal serving D.C. residents. Developed and launched a Content Management System (CMS) using SharePoint 365, including migration of over 300,000 documents using PowerShell. Played a pivotal role in information governance, including capturing, organizing and disseminating organizational knowledge. Also acted as SharePoint Administrator for the group, managing access, testing new features and developing governance policy for usage with the system.

Technical writing duties included documenting the new CMS, user guides, training guides, business cases, and project management templates, including a comprehensive project management plan.

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## *Key Achievements:*

- Developed a comprehensive SharePoint site which acted as an intranet and document repository resulting in a single source of information dissemination and document storage.
- Managed access and troubleshooting for the new SharePoint system. Also configured security features including user type roles and item-level permissions.
- Migrated over 300,000 documents from the old SharePoint system using PowerShell, allowing for minimum downtime.
- Analyzed usage data to help determine adoption of the new system to optimize content strategy.
- Researched and tested new features for SharePoint as they were released.
- Trained all groups on how to navigate the new system and key features of SharePoint such as versioning and archiving.
- Created a new document style and several templates for all DCAS documentation to set our organization apart. The goal was to ensure everyone knew a DCAS document by the way it was formatted and written.
- Created new documents and templates for all project management and technical communications.

## ENTERPRISE CLOUD INFRASTRUCTURE SYSTEMS (ECIS)

OFFICE OF THE CHIEF TECHNOLOGY OFFICER FOR WASHINGTON, D.C, WASHINGTON, D.C.

### **Technical Writer, 08/2017 – 12/2022**

Technical writer for an engineering group of approximately 40 cloud engineers and database administrators. Also, managed outreach, single-source documentation, and policy projects. Worked with technical personnel to drive development of all documentation for Engineering, Database (SQL and Oracle), Active Directory, and Backup and Restore groups, as well as the Director of ECIS and the Deputy Chief Technology Officer (D/CTO).

## *Key Achievements:*

- Created an outreach program to reach out to other groups in OCTO to promote ECIS' capabilities and current projects. Outreach activities include designing posters for current projects, creating marketing materials such as FAQs for information about our services, and promoting MadCap Flare for single-source documentation and a knowledge base for use by the Agency.
- Developed a CMS using SharePoint to house and track documentation developed for ECIS resulting in a single repository for all ECIS documents and information.
- Developed a database to track and search documentation and audit dates for annual auditing and updating of all documents ensuring all of our content is up-to-date.
- Created a strategic outreach plan to engage ECIS with other groups in OCTO and the District of Columbia to raise awareness among our customers.
- Developed standards and best practices for ECIS, including a comprehensive style guide and a full complement of templates, including Standard Operating Procedures (SOPs), policies, technical design document, run books, Visio diagrams, user guides, training guides, quick reference guides, solution documents, and project documents.
- Researched and recommended KPIs and industry metrics to track infrastructure performance.
- Authored a comprehensive COOP Plan for ECIS, which aligned with the overall OCTO COOP Plan.

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- Designed and developed a phishing informational portal for our new Cyber Security Awareness program for the D/CTO.
- Designed and developed a cloud management portal using WordPress that would allow customers to manage virtual machines.
- Created a comprehensive cloud adoption framework guide, use cases and presentations.
- Worked for the Chief Technology Officer to write a proposal for Smart Technologies, a major initiative for the DC Government, for overseas presentation.
- Introduced MadCap Flare to convert all documentation to a single-source platform to include design and development of a knowledge base.
- Trained two analysts on how to write technical documents, how to use SharePoint as a CMS, how to determine audience for documentation, and how to track documentation.
- Used Adobe Illustrator and Photoshop for creation of posters and infographics as part of a greater strategic plan for outreach to other groups in OCTO and the District of Columbia.
- Assisted in interviewing and hiring a technical writer for the CISO to work within the Security group.

FEDERAL GOVERNMENT/INTELLIGENCE, MCLEAN, VA

### **Technical Writer/Communications, 07/2011 – 12/2016**

Led one contractor to implement Outreach and Communications Team initiatives; oversaw staff to drive productivity for various writing projects. Wrote and edited an array of materials while adhering to organizational guidelines including technical documents, newsletter articles, marketing materials, standard operating procedures, digital content blogs, and social media. Developed and implemented communication templates, a new division website, and several communication initiatives with social media. Spearheaded strategy for written and digital communications to increase brand awareness and exceeded outreach goals for the Information Technology branch. Authored and managed customer communications strategy to ensure client satisfaction. Authored Standard Operating Procedures (SOP) for Agency IT governance and oversaw communications initiative for large, semi-annual conferences.

#### *Key Achievements:*

- Documented technical user guides and training manuals for various applications, networks, and infrastructure projects used by Agency operations.
- Developed and delivered “brown bag” sessions to help coworkers improve writing skills.
- Appointed lead for Communications Team for IT PMO improvement initiative.
- Spearheaded Content Management System initiatives and managed complex client projects as a Site Collection Administrator (SCA) for SharePoint.
- Improved brand recognition by redesigning company’s division website and communication templates, making the department visible to Agency principals.
- Developed and authored the SOP for governance for the CIO arm of the Agency to facilitate process improvement.
- Gathered AWS cloud usage data and translated into a story for presentation to senior management on a monthly basis to satisfy financial objectives for future AWS cloud implementations.

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- Authored and digitized processes, policies and procedures using a Content Management System which resulted in consistency, a more accurate information exchange, and saved approximately ten hours per week in contract personnel labor.
- Acted as a mentor for three years for one of our new transfers to project management.

GETRONICS/COMPUCOM, Rockville, MD

**Technical Writer/Project Manager, 07/1997 – 07/2011**

As Technical Writer, managed all written and digital publications to guarantee high-quality content was delivered within strict deadlines. Executed activities including creating and editing publications, and collaborating with IT staff to produce high-quality content. Wrote and edited technical design documents, web documents, policies, procedures, statements of work, and end user documentation for CMS, MainControl, Maximo, and ServiceNow applications. Created and taught IT lifecycle training program including authoring a 90+-page training manual which was adopted as the training guide by the corporate training department. Created and implemented a multi-tiered online document repository using the Content Management System (CMS) SharePoint for internal team members and external client personnel; executed CMS while adhering to Six Sigma guidelines.

As Project Manager, developed and implemented multiple, complex projects with the end goals of increasing efficiency and decreasing company expenses. Authored all process improvements, policies, procedures, and best practices for large-scale IT infrastructure projects.

*Key Achievements:*

- Recipient of the *Manager's Bonus Award* for technical publications and the *Getronics' Operational Excellence Award* for high-quality customer service and project management excellence.
- Implemented training program for technically complex asset management application.
- Created custom templates and procedures for all facets of Software Delivery Lifecycle (SDLC) to ensure cohesive delivery for all projects
- Drove client satisfaction and retained high-value accounts with superior writing and design services.
- Delivered high-quality writing within strict deadlines and budget restraints.
- Selected to manage customer projects in jeopardy and successfully resolved client issues and retained clients.

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## TECHNICAL PROFICIENCIES

Web Design: MS SharePoint, WordPress, Wix

Software: Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Visio, Microsoft Access, Adobe Illustrator, Adobe Photoshop, Database Development, SharePoint Development, Knowledge Base Development

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## EDUCATION AND CREDENTIALS

### **M.S. in Digital Forensics/Cyber Security**

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE, Adelphi, MD

### **B.A. in Communications**

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE, Adelphi, MD

### **Organizational Leadership**

PENN STATE UNIVERSITY, State College, PA

### **Certifications**

- Adobe Illustrator Advanced Training Course Certificate
- Adobe Illustrator 2020 Masterclass Certificate
- SharePoint Site Collection Administrator (SCA)
- Six Sigma Greenbelt certification
- Boston University Project Management Training
- Microsoft Courses in Windows NT 4.0 Workstation and Server

### **Volunteerism**

- Frederick County Arts Council (2017-2018): Acted as Volunteer Co-Chairperson for approximately 50 volunteers for the annual Frederick Arts Festival.
- Frederick County Humane Society (2012 - 2019): Authored publications for fund raising efforts and created and authored a blog to heighten visibility for the organization.
- Smithsonian Institution (2010 - 2012): As docent at National Museum of Natural History, provided educational experiences for visitors through engagement and tours related to exhibit subject matter.
- Animal Welfare League (2009 - 2015): Socialized animals in local shelter and worked on special events for the adoption and spay/neuter programs.
- Maryland Shakespeare Festival (2009-2010): As manager of the concession stand, oversee customer service for local Frederick Shakespeare troupe to support low-cost/free Shakespeare in the community.
- SPCA (2001-2003): As a socialization specialist, socialized animals in a local shelter to enable them to be adoptable for good homes. Also provided medical care for 30-40 animals.