TAMATHA E. CORCORAN

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

TECHNICAL WRITER

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

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Creative, highly adaptable professional writer with over ten years of experience designing and writing materials aimed at educating, improving quality, and brand recognition. Skilled in innovation and aligning company needs with short- and long-term writing solutions along with the ability to adapt writing style to various audiences. Graduated University of Maryland University College in 2012 with a degree in Communications with an emphasis on writing. 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
- Websites & Blogs
- 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
- MadCap Flare

PROFESSIONAL EXPERIENCE

ENTERPRISE CLOUD INFRASTRUCTURE SYSTEMS
OFFICE OF THE CHIEF TECHNOLOGY OFFICER FOR WASHINGTON, D.C, WASHINGTON, D.C.
Technical Writer, 08/2017 – present
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 on 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.

- Developed a database to track and search documentation and audit dates for annual auditing and updating of all documents.

- Created a strategic outreach plan to engage ECIS with other groups in OCTO and the District of Columbia to make customers aware of our efforts.

- Developed branding for ECIS, including a color scheme, templates, graphics, and a style guide.

- Created templates for all ECIS documentation, including Standard Operating Procedures (SOPs), policies, technical design documents, runbooks, Visio diagrams, user guides, training guides, quick reference guides, solution documents, and PowerPoint briefings.

- Authored a comprehensive COOP Plan for ECIS which aligned with the overall OCTO COOP Plan.

- 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 to manage virtual machines.

- Created infographics to display measured metrics within ECIS including amount of data managed, number of virtual machines managed, number of backups/restores, and other key data points.

- 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 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 cloud usage data and translated into a story for presentation to senior management on a monthly basis to satisfy financial objectives for future cloud implementations.

- 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.

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 client service and excellent project management.

- 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.

TAMATHA E. CORCORAN

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

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.