

Amy L. Jaslow

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Remote Technical Writer / Trainer

Project Management | Technical Writing | Business Process Improvement | Customer Relationship Management

Self-directed technical writer offering 20+ years of experience impacting business performance through skillful orchestration of project planning, training, and customized document creation for startups and growth organizations. Excel at transforming raw and unstructured information into cohesive and impactful documents that support business performance. Talented communicator focused on building sustainable relationships with clients and partner networks in virtual and onsite locations. Skilled at problem solving and collaborating with members across the organization, as well as with stakeholders and external agencies to achieve business goals. Positioned to be part of a team providing quality technical documentation to meet client needs.

Areas of Expertise include...

Business: Technical Writer | Strategic Planning | Policy & Procedure Development | Curriculum Development | Training & Development | Certification Standards Development | Cross-functional Collaboration | Research & Analysis | Proposal & Manual Creation | Reporting/Document Integrity | Software & Hardware Documentation
Agile Methodologies | Quality Assurance | Stakeholder & Vendor Management | Database Management
Help Desk Management | Recruitment | Staffing

Interpersonal: Effective Communications | Emotional Intelligence | Team Leadership & Empowerment
Relationship & Consensus Building | Critical Thinking | Problem Resolution | Prioritization

Technical: MS Office Suite (Word, Excel, PowerPoint) | SharePoint | Google Docs | Confluence | Jira | Snagit | Visio
Wikis | Asana | Figma

PROFESSIONAL EXPERIENCE

Senior Technical Writer | Happy Money, Inc.

2020 – 2023

Tasked with creating and enforcing technical documentation standards for FinTech start-up company. Utilized project management skills, technical writing expertise, and effective communications for creating/modifying templates for department wikis, Technical Design Documents (TDD), and Root Cause Analysis (RCA) reports to ensure that data was presented consistently. Provided edits and reviews across all departments of the company. **Selected Contributions:**

- Maintained Documentation Team Confluence Wiki.
- Streamlined RCA Weekly Status meetings and presentations.
- Worked on planned security data breach exercise.
- Involved with obtaining adoption of a robust Quality Management System (QMS)/ Document Management System (DMS) system.
- Taught Unconscious Biases session for new employees as part of onboard training.
- Confluence Admin – worked to maintain clean wiki pages.
- Jira Admin – worked with leads to ensure that Jira projects worked as needed for each group.

Group Lead / Senior Technical Writer / Transition PM | ManTech

2018 – 2020

Combine insightful leadership, management skills, and effective communications to lead the review of contracts supporting the Affordable Care Act (ACA) Marketplace prior to client approval. Authority for creating and managing documentation to support back-end testing of code, including test cases, plans, summary reports, and other related

documentation to meet client standards. **Selected Contributions:**

- Provide elite client support; developed enhanced processes to streamline reviews; increased and maintained output of ~1500 monthly test case reviews; created and managed templates for annual test plans.
- Created Confluence Wiki to serve as knowledge repository and improve retrieval and storage of data resources.
- Leveraged Agile methodology to develop internal SOPs for Marketplace modules.
- Lead Transition Out phase of the contract for a seamless handover to incoming vendor; additional 'ad hoc' responsibilities as needed.

Project Manager / Senior Trainer | ManTech

2013- 2018

Provided performance-focused direction to a team of writers; developed end user training and provided Business Analyst and Tier 2 support for Electronic Handbooks System (EHBs) for the Bureau of Primary Health Care. Demonstrated leadership in developing and managing a team executing high-value deliverables to meet client needs. Served external grantees and internal BPHC EHBs users. **Selected Contributions:**

- Assessed needs, established road maps, and created training development and delivery work processes to increase efficiencies, shorten time to completion, and improve quality of documentation.
- Grew team from four to eight to meet demand; consistently achieved 'Very Good' or 'Exceptional' ratings for performance.
- Created full course curriculum to provide internal BPHC EHBs support and integrated into client's Learning Management System.
- Led Client Focus Groups; partnered with client leadership and leveraged findings to drive decision-making regarding content and enhancement features for BHCMI modules; served on BHCMI Customer Engagement Team (BCET) to drive continuous improvement.

Team Lead / Senior Trainer | Trusted Mission Solutions, LLC

2012- 2013

Served as Team Lead and senior trainer; provided leadership and direction to a team developing medical support grants for underserved populations for the Health and Human Services Department. **Selected Contributions:**

- First team to develop end user training and Tier 2 support for the Electronic Handbook system.
- Served audience of HRSA employees and external grantees.

Prior Experience:

Technical Writer / Trainer | We Create Docs, LLC: 2011- 2014

- Developed customized documentation to meet client needs and support business performance, including user guides, installation manuals, training materials, employee handbooks, newsletter content, and web content.

Manager, Technical Documentation | Current Group, LLC: 2003- 2011

- Orchestrated setup of customer technical documentation department from scratch for SmartGrid start-up company to train clients on how to use company proprietary software and install proprietary hardware.
- Oversight for development of technical documentation, procedure development, proposal development, and staff training.
- Collaborated with Marketing leadership to drive brand visibility.

*Numerous positions as Training Manager, Administrative Manager, Technical Writer & Educator

EDUCATION, CERTIFICATES & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Education, Adelphi University

Certificate in Computer Programming, Delaware Technical Community College