

Alisa Atkinson

TECHNICAL WRITING & DOCUMENTATION STRATEGY LEADERSHIP · ONSHORE & OFFSHORE
TEAM LEADERSHIP · INCIDENT MANAGEMENT

Harmony, FL 34773 · (321) 313-2593 · technicalwriter@alisaatkinson.com ·
linkedin.com/in/alisa-atkinson-658848b3 · alisaatkinson.com

PROFESSIONAL SUMMARY

Documentation and operations leader with a 10+ year career spanning technical writing, content strategy, and cross-functional team leadership across SaaS and enterprise environments. Built and lead a Technical Writing organization from the ground up, including onshore and offshore Technical Writing Leads, establishing global documentation coverage, consistent style and content standards, and AI-assisted authoring workflows. Partners closely with Engineering, Change Management, and Operations to align documentation strategy with operational readiness. Experienced with Azure DevOps repositories, Git version control, and CI/CD-adjacent documentation workflows, plus AI tooling (GitHub Copilot, Writer.com) that cut documentation turnaround time by 35%. Lean Six Sigma Green Belt. Bilingual (English/French). Active Secret Clearance eligible.

CORE COMPETENCIES

- Technical Documentation Strategy & Lifecycle Management
- Onshore & Offshore Team Leadership
- Runbooks, Playbooks & Deployment Guides
- Cross-Functional & Stakeholder Collaboration
- Compliance Documentation (SOC 2, ISO 27001, CFPB)
- Vendor & Platform Administration
- Style Guide & Standards Development
- Content Management & Version Control (Git, Azure DevOps)
- AI-Assisted Documentation Workflows (Copilot, Writer.com)
- Change Management & CAB Governance
- Process Improvement & Workflow Automation
- Team Mentorship & Performance Development

Lean Six Sigma Green Belt · Bilingual (English / French)

WORK EXPERIENCE

Associate Director, Incident & Technical Writing (Tech Ops)
New American Funding (NAF Tech, formerly Zigzy) · Remote

July 2022 – Present

- Built the Technical Writing organization from the ground up with offshore integration, establishing global documentation coverage and consistent standards company-wide.
- Directly lead and mentor onshore and offshore Technical Writing Leads as part of a 17-person cross-functional organization spanning SRE, Live Operations, and Technical Writing.
- Define and enforce documentation standards and style consistency across technical and operational content, including runbooks, playbooks, and deployment guides supporting 28 SaaS products.
- Reduced documentation turnaround time by 35% through AI-assisted content workflows using GitHub Copilot and Writer.com.
- Own end-to-end operational strategy across incident management, change management, SRE, and technical documentation, ensuring system reliability, delivery execution, and production stability.
- Oversee documentation and communication plans supporting successful software deployments and system upgrades, ensuring operational readiness across teams.
- Govern enterprise change management through Change Advisory Board (CAB) participation, identifying and mitigating production risk ahead of deployments.
- Implemented Azure DevOps (ADO) Scrum and tracking systems, increasing team accountability, visibility, and productivity across SRE and documentation functions.
- Support IT security protocols and compliance initiatives including SOC 2, ISO 27001, and CFPB guidelines by managing access controls, data handling processes, and internal audits.
- Manage vendor relationships and platform administration for critical documentation and engineering tools, including SLAs and security compliance across the technology stack.
- Automated cross-team workflows including email-to-PagerDuty alert routing and audit process automation, reducing manual overhead and improving operational consistency.
- Established bi-weekly operational reviews with product teams, driving corrective actions and reducing recurring production issues.

Technical Writer III

December 2021 – July 2022

Phoenix Defense (DoD Contractor) · Orlando, FL

- Implemented a company-wide style guide standardizing non-military-standard content across teams.
- Delivered audit-ready DoD CDRL technical manuals on schedule, ensuring full regulatory compliance across all handoffs.
- Established JIRA Scrum boards for the technical writing team, improving workflow visibility and sprint efficiency.
- Upskilled junior technical writers in XML coding practices and DTD interpretation.

Technical Writer

April 2020 – December 2021

JHT Incorporated (DoD Contractor) · Orlando, FL

- Completed a tactical radio verification and validation (V&V) event in 1.5 weeks versus the expected 2+ weeks.
- Reduced revision cycles by 20% through peer mentoring and early quality review processes.

Senior Technical Writer

September 2019 – November 2019

The DiSTI Corporation (DoD Contractor) · Orlando, FL

- Contributed to a contract generating over \$1 million in revenue through compliant, on-schedule documentation delivery.
- Produced bilingual (English/French) marketing materials supporting multiple product launches.

Technical Writer

February 2018 – August 2019

Walt Disney World Worldwide Safety (Contract) · Lake Buena Vista, FL

- Authored 15+ maintenance and show control manuals within 18 months, nearly 3x the standard output.
- Delivered all documentation ahead of schedule despite significant resource constraints.
- Reduced onboarding time and maintenance errors for field technicians through accurate, actionable procedures.

Technical Writer

July 2017 – January 2018

Kitchen Craft Cookware (Contract) · Mount Dora, FL

- Completed a comprehensive company-wide operations manual covering all departments and two subsidiaries ahead of a 6-week deadline.
- Retained post-engagement to produce marketing deliverables, reflecting strong client confidence in quality and delivery.

Owner and Lead Content Strategist

2013 – Present

Alisa Atkinson Writing Company · Remote, Multiple Clients

- Delivered technical and marketing content for 10+ clients across tech, defense, and lifestyle sectors.
- Produced bilingual (English/French) content for product launches and corporate communications.
- Built lasting client relationships through strategic messaging and reliable delivery across 10+ years of independent consulting.

Earlier Roles — Intermediate Technical Writer, Content Writer, Usability Analyst, Social Media Specialist

2013 – 2016

Various Clients · Remote & Ottawa, ON

- Delivered a complete bilingual departmental onboarding guide within 6 weeks at Environment and Climate Change Canada, improving clarity and efficiency for new staff (Gatineau, QC).
- Delivered SEO content, usability analysis, and brand marketing across music media, social networking, and self-storage sectors.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- ITIL 4 Foundation – PeopleCert – In Progress
- New Relic Verified Foundation (NVF) – New Relic | Expires: May 2028

- Lean Six Sigma Black Belt – AIGPE™ – In Progress
- Lean Six Sigma Green Belt – AIGPE™
- Lean Six Sigma Yellow Belt – AIGPE™
- Lean Six Sigma White Belt – AIGPE™
- Lean Specialist Certification – AIGPE™
- Certified Pareto Analysis Specialist – AIGPE™
- Process Mapping Specialist – AIGPE™
- 7 Basic Tools of Quality Expert – AIGPE™

EDUCATION

Post-Graduate Certificate, Technical Writing — Algonquin College, Ottawa, Canada

Bachelor of Arts, General Arts (Minor in English) — University of Ottawa, Canada

Toggle above to view the Operations/SRE or Technical Writing focused version.