

KATY CAMPION

SENIOR DOCUMENTATION SYSTEMS LEADER

CONTACT

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EDUCATION

B.A., Communications
University of Colorado, Denver

Coursework in
Technical Communications

SKILLS

Leadership

Team leadership
Mentoring and development
Cross-functional collaboration

Documentation Systems

User-centered content strategies
Content reuse and single sourcing
Standards governance
Search optimization

Emerging AI Workflows

AI-assisted writing and validation
AI-assisted editorial review

Technology and Tools

MadCap Flare
DITA / Oxygen
Git / GitHub
Confluence / Jira
Azure DevOps
SAFe Agile
Google Analytics

PROFILE

Documentation leadership | Scalable content systems | Team development

I lead technical writing teams and define documentation systems and strategy across complex software environments by ensuring consistent quality, clear communication, and reliable delivery. I bring a hands-on approach to user-centered content, workflow design, and cross-functional coordination.

My work focuses on guiding writers, aligning priorities, and building documentation systems that are consistent, searchable, and easy to use.

CORE EXPERTISE

Documentation Leadership

Lead documentation strategy and delivery for complex healthcare and financial SaaS products. Guide and mentor technical writers to build skills and reinforce consistency across the team. Collaborate with product, engineering, UX, and support teams to align content with customer workflows so users and internal teams can quickly locate information.

AI-Assisted Workflows

Introduce and govern AI-assisted documentation practices that accelerate first-draft content and summarize technical specifications. Develop prompt frameworks and review processes that maintain accuracy, terminology consistency, and editorial quality.

User-Centered Documentation Strategies

Define documentation approaches that prioritize clarity, usability, and accessibility. Ensure content supports real user workflows and enables customers and internal teams to find and use information effectively.

Content Governance and Editorial Standards

Establish documentation standards, style guides, and editorial review processes that ensure consistency across large documentation libraries and distributed writing teams. Champion clarity, usability, and sustainable documentation practices as products evolve.

Documentation Systems and Organization

Design and implement documentation repositories and internal library sites that support a single source of truth. Establish consistent terminology, templates, visual hierarchy, and version control practices to improve searchability and support long-term maintenance.

PROFESSIONAL EXPERIENCE HIGHLIGHTS

Senior Documentation Manager

Strata Decision Technology | May 2022 – October 2025

Led a distributed, remote team of writers responsible for documentation across 30+ SaaS applications. Unified two documentation teams following acquisition by aligning content structure, workflows, and standards. Partnered with engineering and product teams to integrate documentation early in the development lifecycle while ensuring consistent, high-quality deliverables and on-time publication.

- **Led post-acquisition consolidation of two documentation systems** by migrating 17,000+ help topics into a central repository and establishing documentation-owned publishing workflows, reducing publishing cycles from one week to two days.
- **Established documentation governance framework**, including writing standards and editorial review processes, which improved content quality and consistency across product platforms.
- **Restructured legacy help topics into structured, user-centered content** by breaking apart long procedural topics into short, consumable concept, task, and reference topics, which enhanced discoverability and search results.
- **Piloted AI-assisted documentation workflows** using structured prompts to generate draft content from engineering tickets and specifications, reducing first-draft cycles by 25%.
- **Redesigned release notes, landing pages, and help portals** using WCAG 2.1 and usability best practices, which boosted customer access and reduced bounce rates by 20%.

Senior Technical Writer

Swisslog Healthcare | August 2021 – May 2022

Partnered with cross-functional leadership to design and launch a SharePoint Knowledge Hub that centralized customer help documentation, support articles, and internal operational guidance for pharmacy automation software. The Knowledge Hub was nominated for the **2022 Swisslog Healthcare Innovation Award**.

Senior Technical Writer

Rally Health (UnitedHealthcare) | August 2020 – August 2021

Developed strategic roadmaps with product management and collaborated with external health insurance payers, employers, and providers to produce marketing and technical content for consumer healthcare and wellness sites. Produced editorial guidelines that reinforced consistent terminology on healthcare engagement platforms used by payers, employers, and providers.

Managing Editor

Allscripts | October 2017 – April 2020

Led editorial quality and documentation standards for Documentation Center of Excellence, consisting of 50+ writers supporting enterprise healthcare software platforms. Reviewed customer-facing content and implemented quality initiatives that improved readability across product verticals.