KATY CAMPION

SENIOR TECHNICAL WRITER • EDITOR • DOCUMENTATION LEADER

CONTACT

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Website

LinkedIn

EDUCATION

B.A., Communications
University of Colorado Denver

Graduate coursework in
Technical Communications

SKILLS

Documentation Strategy

Knowledge management
Content auditing / governance

Content Development

User-centered content
Topic-based authoring
Content reuse / single sourcing

Leadership

Resource management
Coaching / mentoring
Project coordination / delivery

AI-Assisted Workflows

AI-assisted writing and editing
AI editorial validation

Technology and Tools

MadCap Flare / Central
DITA / Oxygen XML Editor
Microsoft 365 / SharePoint / Visio
Agile methodology / SDLC
Azure DevOps / Confluence / Jira
ChatGPT / Copilot

PROFILE

Content strategy | Information architecture | Documentation systems

I'm a technical writer, editor, and documentation leader with experience developing customer-facing and internal content for healthcare and enterprise SaaS applications. My background spans information architecture, UX design, content strategy, editorial standards, and documentation operations. I work with Product, Engineering, UX, and Support to create accurate, accessible content and improve the systems that support it.

I'm based in Parker, CO, and available for remote work in all U.S. time zones.

CORE EXPERTISE

Technical Content Development

Create clear, user-centered online help, in-app prompts, user guides, internal procedures, and knowledge base articles for complex software. Draw on UX design experience to align content with customer workflows to improve organization and searchability.

Information Architecture

Organize content around user needs and tasks. Analyze content and apply topic-based models, consistent terminology, navigation, and visual hierarchy to support findability, reuse, and long-term maintenance.

Editorial Quality

Review and audit documentation for accuracy, completeness, clarity, consistency, and usability. Evaluate both individual topics and large content sets to uncover gaps, outdated information, and structural issues and recommend practical improvements.

Analytics and Continuous Improvement

Use content analytics, search behavior, customer feedback, and usability findings to identify content gaps and structural problems. Recommend practical improvements and measure their effect on content performance and customer access.

Documentation Governance and Publishing

Establish documentation standards, review processes, and publishing workflows. Coordinate content audits, migrations, and competing priorities to improve quality and publishing efficiency.

PROFESSIONAL EXPERIENCE

Senior Documentation Manager

Strata Decision Technology | 2022 – 2025

Led documentation strategy and delivery for 30+ healthcare SaaS applications. Managed a distributed writing team and collaborated with Product, Engineering, UX, and Support.

Directed the migration of 17,000+ topics to MadCap Central and established workflows that reduced publishing cycles from one week to two days. Redesigned release notes and help portals using content analytics and WCAG 2.1 guidelines, reducing bounce rates by 20%. Introduced AI-assisted workflows that shortened first-draft cycles by 25%.

Senior Technical Writer

Swisslog Healthcare | 2021 – 2022

Designed and launched a SharePoint Knowledge Hub that centralized customer documentation, support articles, implementation content, and internal standards for pharmacy automation software. The hub was nominated for the 2022 Swisslog Healthcare Innovation Award.

Senior Technical Writer

Rally Health (UnitedHealthcare) | 2020 – 2021

Wrote and edited customer-facing web content for a consumer health and fitness app in collaboration with product management, health plans, employers, and providers. Developed editorial guidelines that improved terminology and messaging consistency across healthcare engagement platforms.

EARLIER RELEVANT EXPERIENCE

Expert Technical Writer | Managing Editor

McKesson | Allscripts | 2009 – 2020

Following Allscripts' acquisition of McKesson's enterprise software business, progressed from Expert Technical Writer to Managing Editor while writing and editing customer-facing healthcare content. Led editorial standards and content-review practices for more than 50 writers, performed substantive and copy editing, and coached contributors on clarity, structure, and adherence to style guidelines.

Senior Information Architect | User Experience Designer

Industrial Wisdom LLC | 2005 – 2009

Developed web content, information architecture, and page designs for clients in telecommunications, e-commerce, pharmaceuticals, and higher education. Applied competitive analysis, personas, use cases, content analysis, and high-fidelity wireframes to improve website navigation, messaging, and usability. Edited proposals and client deliverables.

Senior Manager, Quality Services | Principal Editor, Language Services

JD Edwards | PeopleSoft | Oracle Corporation | 1996 – 2005

Managed a cross-functional team of editors, content quality analysts, and information architects supporting documentation and curriculum. Developed corporate writing standards and worked with translation teams to establish localization guidelines for multilingual content and automated translation tools.