

KATY CAMPION

TECHNICAL WRITER • EDITOR • DOCUMENTATION LEADER

CONTACT

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[Website](#) 

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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

Authoring Tools & Technologies

GitHub / GitKraken
Oxygen / DITA XML
HTML / CSS / Markdown
Confluence / Jira / Azure DevOps
MadCap Flare / Central

Documentation Systems

Information architecture
Structured content
User-centered writing
Content reuse
Single sourcing
Editorial style guidelines
Localization workflows

AI Documentation Workflows

AI-assisted writing and editing
AI validation

PROFILE

[Enterprise SaaS documentation](#) | [Content lifecycle](#) | [Knowledge systems](#)

I'm a senior technical writer, editor, and documentation leader with extensive experience in complex enterprise software. My background spans team and resource management, hands-on content development, editorial quality, and documentation operations. I bring those perspectives together to improve individual content and the systems and practices that keep documentation accurate, useful, and maintainable.

I'm located in Parker, CO and available for work in any U.S. time zone.

CORE EXPERTISE

Workflow-Based, User-Centered Content

Translate complex product, system, and operational information into clear, task-based instructions and process documentation. Align content with customer and employee workflows so users can find and quickly act on accurate guidance.

Knowledge Systems & Content Lifecycle

Design centralized documentation repositories and internal knowledge sites that support consistent organization, searchability, reuse, and long-term maintenance. Establish templates, terminology, editorial processes, and content workflows that improve quality across large content libraries.

Editorial Quality & Continuous Improvement

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 Evaluate both individual topics and large content sets to uncover gaps, outdated information, and structural problems, then recommend practical improvements.

Cross-Functional Collaboration

Build strong working relationships across departments and levels of responsibility. Collaborate with customers, coworkers, subject-matter experts, and leadership to gather information, resolve questions, and achieve shared goals.

AI-Assisted Workflows

Apply AI-assisted workflows to accelerate first drafts and summarize technical specifications. Develop structured prompt frameworks and editorial review processes that preserve accuracy, terminology consistency, and quality.

PROFESSIONAL EXPERIENCE HIGHLIGHTS

Senior Documentation Manager

Strata Decision Technology | 2022 – 2025

Led documentation strategy and delivery for 30+ enterprise healthcare SaaS applications. Partnered with Product, Engineering, Support, and Implementation to align customer-facing content with product requirements and customer workflows.

- **Directed post-acquisition consolidation of two documentation organizations** by migrating 17,000+ help topics to MadCap Central and establishing documentation guidelines, editorial processes, and workflows that reduced publishing cycles from one week to two days.
- **Restructured legacy help topics into structured, user-centered content** by breaking apart long procedural topics into short, consumable concept, task, and reference topics, which improved 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 | 2021 – 2022

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

Senior Technical Writer

Rally Health (UnitedHealthcare) | 2020 – 2021

Collaborated with product management and external health insurance payers, employers, and providers to develop technical and consumer content for healthcare engagement platforms. Developed style guidelines that reinforced consistency across content used by health plan customers.

Expert Technical Writer | Managing Editor

Allscripts | 2017 – 2020

Created and edited documentation for enterprise EHR applications using Oxygen and DITA XML. As Managing Editor, led documentation standards, editorial quality, and content review practices for 50+ writers in the Documentation Center of Excellence.

Senior Technical Writer

McKesson Enterprise Information Solutions | 2009 – 2017

Wrote customer-facing documentation for clinical nursing and pharmacy applications, developed comprehensive style guidelines, and established editing processes.