

TRACI BILLINGSLEY

Seasoned tech writer on a lifelong journey of building and sharing my knowledge in infotech and the tech comm industry

tracibillingsley.netlify.app

QUALIFICATIONS SUMMARY

Background includes 20+ years of success with:

- developing/maintaining professional documentation using a variety of software and platforms.
- identifying and resolving problems with procedures, concepts, and presentation of materials.
- working closely with developers, subject matter experts, and engineering specifications.
- interacting effectively with all levels of organization, both in-house and at client sites.
- developing and managing multiple projects efficiently from inception to completion.

FORMAL EDUCATION

University of Central Florida (Orlando, Florida)

Currently pursuing **Ph.D. in Texts & Technology**; concentration in Sci/Tech Comm (expected 2025)

Nova Southeastern University (Fort Lauderdale, Florida)

Earned **M.S. in Information Technology**; concentration in App Development; 3.85 GPA (2020)

Bowling Green State University (Bowling Green, Ohio)

Earned **B.A. in Scientific and Technical Communication**; minor in Computer Science (2000)

CAREER EXPERIENCE

January 2006 – present

Change Healthcare; formerly RelayHealth of McKesson (Remote)

Senior Technical Writer

Develop and maintain online help and documentation for various Healthcare IT solutions.

November 2004 – January 2006

Progressive Insurance (Mayfield Heights, Ohio)

Documentation Specialist

Served as writer, editor, and database manager of Claims IT Help Desk documentation.

February 2004 – October 2004

Quick Solutions, Inc. (Columbus, Ohio)

Technical Writing Consultant

Documented the development, use, and maintenance of electronic data interchange solutions designed and built for Per-Se Technologies.

CAREER EXPERIENCE *(continued)*

November 2003 – February 2004
RADCom Services, Inc. (Hudson, Ohio)

Technical Training Consultant

Designed, wrote, and developed a computer-based training course for a Progressive Auto Insurance Claims IT software development methodology.

April 2003 – October 2003
Contract Professionals, Inc. (Solon, Ohio)

Documentation Consultant

Developed documentation and process management solutions for the National Aeronautics and Space Administration (NASA).

January 2000 – April 2003
PPI Technical Communications (Solon, Ohio)

Technical Writer

Developed user/service manuals, references, and training materials for Philips Medical Systems.

Quality Assurance Editor

Ensured that documentation released from the company was immaculate in content and form.

Intranet Webmaster

Served as lead in the development and maintenance of internal company intranet sites.

ADDITIONAL CERTIFICATION

- Certified SAFe 5 Agilist, renewed October 2021 (*Scaled Agile, Inc.*)
- MadCap Flare Training, updated September 2021 (*MadCap Software*)
- Certified Revenue Cycle Representative, September 2021 (*HFMA*)
- Formatting Solutions, March 2005 (*Information Mapping, Inc.*)
- Web-based Training Design, February 2004 (*Ohio University*)

SOFTWARE PROFICIENCY

- MadCap Flare and Suite
- Adobe Acrobat Pro DC
- Microsoft Office Suite
- TortoiseSVN and Git
- TechSmith SnagIt
- Atlassian Jira
- GitLab

PROFESSIONAL AFFILIATION

Member of the Society for Technical Communication (Orlando Chapter)