

AMBER ROGERS



TECHNICAL
DOCUMENTATION ANALYST

EXPERIENCE

PROFILE

Technical Writer specializing in process documentation, requirements analysis, and Agile collaboration within complex technical environments. Proven ability to partner with engineering, operations, and business teams to develop clear documentation, improve workflows, and support project delivery. Experienced in stakeholder coordination, backlog refinement, SOP development, and translating technical concepts into business-focused solutions.

SKILLS & TOOLS

Technical Writing Tools: MadCap Flare, Adobe InDesign & FrameMaker, Swagger, Visio, GitHub, DITA ●●●●○

Information Architecture & Visualization: Document structuring, reusable templates, version control maintenance and content standardization (DITA, Confluence, GitHub, Sharepoint, MadCap Central) ●●●●○

AI & Documentation Skills: AI-assisted documentation and code/snippet creation, formatting, request & response documentation, generative content for SOP's and workflows (ChatGPT, Claude, Trupeer) ●●●●○

Workflow & Management: Agile documentation workflows and release notes, tasks and feature requests using Jira ●●●●○

Web/Structured Content: XML, JSON, Markdown, HTML ●●●●○

Senior Technical Writer

Honeywell | June 2024 - February 2026

Collaborated with engineering, regulatory, and operations teams to develop compliant hardware and software documentation for commercial fire alarm systems. Translated technical and business requirements into user-focused documentation, workflows, and process guides. Managed reviews, revisions, and approvals throughout the product lifecycle to ensure accuracy and compliance. Coordinated backlog refinement, task prioritization, and project tracking in an Agile environment while partnering with cross-functional teams to support process improvements and on-time project delivery.

Technical Writer

Lantana Consulting Group | June 2023 - June 2024

Lead the development and finalization of technical business proposals for government and commercial opportunities. Interpret RFP requirements to create compliant, original content sourced from SME interviews, existing programs, and industry research. Manage proposal timelines, coordinate with teams, and escalate issues as needed. Draft and edit IT policies and SOPs aligned with federal regulations, and organize SharePoint libraries to streamline content reuse.

Technical Writer

Google | November 2021 - March 2023

Created and maintained documentation for Google Data Centers. Collaborated with engineers and operational groups to define deliverables, priorities and standards. Developed and edited user guides for the maintenance and repair of new and existing servers, machines and software. Edited and restructured SOP playbooks and guides. Performed peer reviews, API documentation and product procedure testing. Utilized cloud-based CMS to collaborate and manage projects. Responsible for resolving interrupts and bugs.

LET'S CONNECT!



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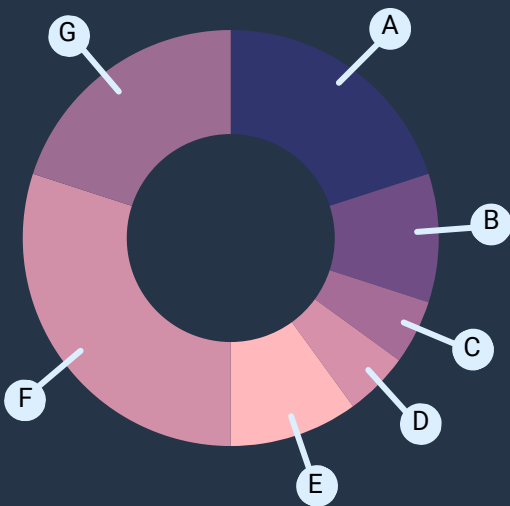
www.linkedin.com/in/ambercrogers

SELF-DEVELOPMENT

Certifications

- Certified SAFe® PO/PM
SAFe by Scaled Agile, Inc. | April 2025
- Google UX Design
Coursera | Exp. June 2026
- Code Foundations
Codecademy | April 2021
- Resilient Leaders
ZeroGap | October 2021

HOBBIES



- A Journaling
- B Traveling
- C Watching true crime
- D Painting
- E Gardening
- F Eating junk then complaining about weight
- G Hanging with friends and family

Technical Writer

SSE Inc. | February 2020 - October 2021

Developed, reviewed and edited Boeing military defense aircraft training courseware. Participated in all phases of project execution such as analysis, design, development and deployment in an Agile environment. Reviewed and ensured quality, technical correctness and instructional soundness of draft/final interactive multimedia lesson segments. Collaborated with subject matter experts, graphic artists, engineers, programmers and designers.

Communications Specialist

BHR | December 2016 - February 2020

Designed and developed marketing materials such as flyers, videos, and newsletters consistent with brand image and logos. Developed marketing plans. Wrote press releases and participated in news outlet interviews. Developed and advertised new programs and initiatives. Built and maintained rapport and relationships with clients and organizations. Increased program enrollment by 40%.

Technical Writer

Weir Minerals Lewis Pumps | Feb 2016 - Sept 2016

Contract Position. Created and maintained installation and operation manuals for global print and electronic publications using Adobe FrameMaker. Updated and maintained batch records. Developed and authored detailed work instructions, user guides, spec sheets and processes for various operations that conform to ISO standards and safety regulations. Wrote in a clear and concise manner to convey information effectively.

Technical Writer

Empire Comfort Systems | October 2015 - Feb 2016

Contract Position. Prepared and edited documentation and supporting materials for new and existing product line manuals using Adobe InDesign. Proof-read and edited content and graphics as new changes or specifications arise. Manipulated and revised product drawings and parts lists using CorelDraw. Revised master batch records. Prepared PowerPoint presentation for monthly department meetings.

EDUCATION

Lindenwood University

- Master's in Communications
- Bachelor's in Journalism