

Katy Champion

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Documentation Manager | Expert Technical Writer | Editor

Leverage best practices from multiple disciplines to create quality, user-centered content.

Innovative technical communicator with 20+ years of experience developing and delivering high-quality, user-centered content. Extensive experience in healthcare, financial, and EPR software documentation. Deep knowledge of UX design and usability principles. Expertise in structured content, single-sourcing, localization, and content management.

Career Highlights

SYNTELLIS PERFORMANCE SOLUTIONS, Remote

May 2022 - present

Manager, Customer Knowledge Documentation

Role responsibilities:

- Encourage a strong customer focus and exceptional user experience.
- Lead an experienced team of technical writers by fostering their collective impact.
- Closely collaborate with Product Management, Training, User Experience (UX), and Engineering teams to identify documentation requirements, deliver product content, and implement process improvements.
- Support internal stakeholders from Customer Support, Sales, and Client Implementation.

Recent achievements:

- Led team through transition to SAFe Agile practices and pivoted to quarterly and continual release cycles.
- Introduced and implemented style guidelines to promote consistency, clarity, and usability.
- Elevated the value of product content by prototyping new technologies beyond traditional online help, including short in-app guides and tooltips.
- Developed a new career path matrix for technical writers, including transitional career options.

SWISSLOG HEALTHCARE, Westminster, CO

August 2021 – May 2022

Senior Technical Writer

Developed customer-facing and internal documentation for pharmacy management software. Co-designed a new SharePoint Knowledge Hub, which was nominated for the 2022 Swisslog Healthcare Innovation Award.

- Design, developed, and created content for a new enterprise SharePoint knowledge hub, including an extensive knowledge base, training resources, documentation repository, corporate glossary, style guidelines, and team sites for Engineering, Support, Implementation, and Documentation.
- Researched and developed comprehensive style guidelines that supported translation and localization best practices and user-centered strategies.
- Implemented a formal editing process to support consistent and easily translatable content.

RALLY HEALTH, INC., Remote

August 2020 - August 2021

Senior Technical Writer

Collaborated with external health insurance payers, employers, and providers to produce marketing and technical content for consumer healthcare and wellness services.

- Worked with product managers to develop strategic and operational product roadmaps.
- Created, tracked, and managed documentation plans for a large product portfolio.
- Researched and wrote functional previews, release notes, feature guides, and in-product FAQs.

ALLSCRIPTS, INC., Remote

October 2017 – April 2020

Managing Editor

Performed organizational edits, substantive reviews, and copy edits for department of 50 technical writers

- Led the Style Guidelines team; published corporate guidelines and processes for content development.
- Promoted and trained writers in single-sourcing and reuse.
- Mentored and coached new hires.
- Led a cross-functional initiative with stakeholders to promote user-centered content strategies.
- Identified critical areas for improvement in content quality based on user feedback.

Tools and skills

- CA Agile
- SAFe Agile
- Azure DevOps
- Jira
- Confluence
- Google Analytics
- G-Suite
- Figma
- Ixiasoft Enterprise DITA CCMS
- Oxygen XML Editor
- XML Edge/Easy DITA
- MadCap Flare, Madcap Central
- Adobe Experience Manager
- Snagit
- Pendo
- Microsoft Office 365 (Project, Visio, Teams)

Education and Professional Development

Bachelor of Arts, Communications, University of Colorado

Post-graduate studies, Technical Communication, University of Colorado, Denver

Professional Development

- Society of Technical Communication (STC), Rocky Mountain Chapter
- Center for Information-Development Management (CIDM)