

## **KARL LEVY**

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Technical Writer and Knowledge Manager with 10+ years of experience creating, editing, and managing documentation for diverse audiences. Skilled in simplifying complex information, collaborating with subject matter experts, and delivering high-quality manuals, user guides, and training materials. Proficient in industry-standard tools and committed to improving user comprehension and documentation processes.

## **SKILLS**

- Technical Documentation: Manuals, SOPs, Policies, User Guides, Training Materials
- Process Improvement & Standardization
- Editing & Proofreading for Structure, Clarity, Consistency, Style
- Collaboration with SMEs, Developers, Project Teams, Stakeholders
- Presentation, Graphic, and SharePoint Design

## **EXPERIENCE**

### **Technical Writer / Knowledge Manager - NucoreVision / NCUA - Remote - 2021-Present**

- Created and revised IT and business documentation, including manuals, SOPs, policies, and user guides.
- Collaborated with subject matter experts to ensure clarity and accuracy.
- Managed SharePoint repository and Wiki pages; performed quality reviews and technical edits.
- Developed training materials and presentations for management and stakeholders.
- Improved documentation processes, resulting in increased user comprehension and reduced support inquiries.

### **Sr. Learning & Development Specialist - CareFirst BC/BS - Owings Mills, MD - 2018-2021**

- Managed multiple training documentation projects, facilitating communication between management, analysts, and SMEs.
- Mentored trainers in creating and revising instructional documentation.
- Edited and standardized documentation for clarity and consistency.

### **Trainer - CareFirst BC/BS - Owings Mills, MD - 2016-2018**

- Designed, developed, and updated documentation and online content for business systems.
- Analyzed technical documents and user stories, gathered information from SMEs, and participated in testing and troubleshooting.
- Developed and facilitated training sessions, reporting progress to stakeholders.

## **EDUCATION**

### **Syracuse University - Syracuse, NY – 2003-2008**

Bachelor of Architecture – 2008

## **TOOLS & TECHNOLOGIES**

- Content Management: SharePoint, Confluence
- Adobe Creative Suite: Acrobat Pro, Photoshop, Illustrator, Premiere
- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook, Teams
- Project Management: Excel, PowerPoint, Teams
- API Documentation, HTML/CSS