

KARL LEVY

Technical Writer | kalevy@yahoo.com | (443) 834-2344 | karllevytechwriter.com

Technical Writer and Documentation Specialist with 10+ years of experience developing, reviewing, and maintaining procedures and technical documentation in regulated, technical environments. Expert in SOP development, work instructions, engineering documentation integration, and document control. Proven ability to translate complex technical and engineering concepts into clear, compliant procedures for technical and non-technical audiences. Highly proficient in Microsoft Word and collaborative documentation workflows.

CORE COMPETENCIES

Procedure & SOP Development • Technical & Engineering Documentation • Work Instructions & User Manuals • Document Control & Configuration Management • Verification & Validation • Regulatory & Quality Systems Documentation • Process Flowcharts & Infographics • Cross-Functional Collaboration • MS Word (Advanced) • SharePoint • Adobe Acrobat Pro

EXPERIENCE

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

- Develop, revise, and maintain SOPs, procedures, work instructions, and user manuals aligned with organizational policies and regulatory guidance.
- Collaborate with engineers, IT teams, managers, quality, and compliance stakeholders to ensure documentation accuracy and usability.
- Integrate engineering diagrams, system workflows, screenshots, and technical specifications into procedural documentation.
- Coordinate document reviews, resolve stakeholder comments, and manage version control within SharePoint-based document control systems.
- Verify procedures through hands-on validation to ensure processes can be executed as written.
- Perform periodic documentation reviews in response to changes, audits, and management direction.
- Design documentation templates, forms, and procedural formats for consistency and compliance.
- Create technical infographics, flowcharts, and visual job aids to support training and operational use.

Senior Learning & Development Specialist - CareFirst Blue Cross/Blue Shield - Owings Mills, MD - 2018-2021

- Led development of procedural documentation, training manuals, and operational guides for enterprise business systems.
- Partnered with engineering, quality, operations, and training teams to ensure consistent and compliant documentation.
- Mentored junior writers and trainers on documentation standards, style, and quality expectations.
- Standardized procedures and instructional materials for clarity, consistency, and audit readiness.

Trainer - CareFirst Blue Cross/Blue Shield - Owings Mills, MD - 2016-2018

- Developed and maintained user guides, SOPs, and workflow documentation for technical and business systems.
- Analyzed documentation, user stories, and system changes to update procedures and training materials.
- Supported testing and validation efforts by aligning documentation with system functionality.

EDUCATION

Syracuse University - Syracuse, NY

Bachelor of Architecture

TOOLS & TECHNOLOGIES

Microsoft Word • Excel • PowerPoint • Outlook • Teams • SharePoint • Confluence • Adobe Acrobat Pro • Photoshop • Illustrator • Process Flowcharting & Technical Diagramming