

Milford, MA 01757
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Lucia Tringali

Skills

- Adobe FrameMaker, Illustrator, InDesign, RoboHelp, Photoshop, MadCap Flare, Acrobat, SharePoint, XMetal CMS, Oxygen, SDL Publication Manager, VisualStudio TFS, HTML, DITA, Google Docs, SDLC, Sketch It!, Salesforce, Slack, Agile Methodology
- MS Office including Word, Excel, PowerPoint, Visio and Outlook
- Command line, Terminals, Azure, AWS, GCP, Linux, Python, Json, Yaml, DevOps, GIT

Experience

July 2024 - Present

LG Energy Solution Vertech, Westborough MA – *Technical Publications Manager*

- Define and manage all product documentation, process, tooling, and deliverable release dates.

AUGUST 2023 - MARCH 2024

Broadcom, Burlington MA – *Staff Technical Writer*

- Developed and launched a new doc center website for Carbon Black product documentation.
- Migrated documentation from SDL to MadCap Flare using styling mapping and automation.
- Contributed to creating an in-doc feedback button that would automatically sync to our internal Jira project.
- Maintained and published individual product doc sets and release notes in alignment with weekly releases.

JULY 2018 - AUGUST 2023

VMware Inc, Burlington MA – *Senior Technical Writer*

- Collaborated with a team of writers and SMEs to update and improve customer documentation.
- Led documentation efforts as a sole writer spanning a variety of products.
- Contributed to creating in-product help and support panels.
- Maintained and published release notes in alignment with monthly releases.
- Created end-to-end training materials for developing publications, publishing docs, and using visual aids.
- Mentored new writers on styling and processes.

SEPT 2017 - FEB 2018

128 Technology, Burlington MA – *Technical Writer*

- Operated as the sole and lead technical writer to support cloud-based SaaS Routing software.
- Refreshed existing product documentation for a more modernized UX experience.
- Supported product software releases that occurred every 2 weeks.
- Developed supporting documentation and training material for the customer community website using Salesforce.

FEB 2015 - AUG 2017

Waters Corporation, Milford MA – *Technical Writer*

- Designed customer facing documentation such as Online Help, User Guides, Release Notes, and Web Help for Chemistry and Pharmaceutical equipment and software.
- Created blog articles on various topics to post internally and on the web.
- Utilized Adobe Illustrator and Photoshop to develop and modify graphics for hardware documentation.

JUNE 2013 - SEPT 2014

Siemens Healthcare Point of Care, Norwood MA – *Technical Writer*

- Created and developed process documents and work instructions outlining department policies and procedures.
- Designed customer facing documentation such as User Guides, Instructions for Use, Quick Reference Guides, and Release Notes for healthcare diagnostic devices.

Education

SEPT 2008 - MAY 2012

University of Massachusetts Amherst

Bachelor of Science Chemistry

Cum Laude 3.2/4.0

Certificates and Training

- UX Design Essentials Certificate
- Information Mapping Certificate from Information Mapping
- Tech Comm 101 Certificate from STC
- Adobe Illustrator training
- SCRUM Essentials and Agile Methodology training
- UX Writing Academy Pro Certificate