DAVID PARKER JR.

IT Technical Writer | Knowledge Management & Governance Documentation

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PROFESSIONAL SUMMARY

IT Technical Writer and Knowledge Management professional with nearly a decade of experience developing enterprise documentation, knowledge management solutions, and technology governance content. Expertise in building knowledge bases, user guides, API documentation, and policy and governance documentation libraries aligned with ITIL, COBIT, and SDLC practices. Trusted partner to engineers, senior technology leaders, and internal and external auditors, with a proven ability to translate complex technical processes and requirements into clear, actionable, and enforceable documentation.

CORE COMPETENCIES

Technical Documentation

- Enterprise IT Documentation
- User Guides & Manuals
- API & Integration Documentation
- Process & Workflow Documentation
- Editing, Proofreading & Style Guides
- Technical Diagramming

Knowledge Management

- Knowledge Base Development
- Information Architecture
- Content Strategy & Personas
- Self-Service Support Content
- Templates & Version Control
- SME Interviews & Facilitation

Governance & Compliance

- Policy & Governance Documentation
- Control-Based Requirements Writing
- Audit Findings Remediation
- Accreditation & Audit Support
- ITIL, COBIT & SDLC Frameworks
- Stakeholder Consensus Building

Tools & Platforms

Microsoft Office: Advanced proficiency in Word, Excel, PowerPoint, Outlook, and Teams

Knowledge & Workflow: Confluence, SharePoint, ServiceNow (Policy module), Jira, Glean

Authoring & Design: Adobe Acrobat Pro, Microsoft Publisher, Markdown, Snagit, Microsoft Visio, XMind, Microsoft Copilot, ChatGPT

PROFESSIONAL EXPERIENCE

SystemOne — Contractor to Navy Federal Credit Union | Vienna, VA (Hybrid) **Aug 2025 – Present**

Technical Writer, IT Governance

- Drove development of Navy Federal's enterprise technology governance documentation library, expanding it from 2 to 10 governance documents and authoring 7 of them, across technology governance, change and problem management, disaster recovery, enterprise architecture, software testing, and program and project management.
- Write SOPs and governance documentation aligned with NIST and applicable ISO standards, with each document reviewed by the internal security team.
- Facilitate weekly drafting sessions with AVP-level document owners and subject matter experts, building consensus on control language that translates complex technical processes into clear, actionable requirements.
- Manage a parallel pipeline of governance documents through Risk, Security, and Executive subcommittee review to VP-level approval, taking each from first draft to publication in 2–4 months.
- Serve as the policy link between Internal Audit and technology leadership, verifying that documentation meets audit criteria and translating findings into enforceable requirements.
- Advised on the record fields and linking structure for the governance library in ServiceNow, keeping any requirement traceable from board-level directive to day-to-day procedure.

GumGum, Inc. | Remote **Oct 2022 – Feb 2025**

Technical Writer

- As GumGum's only technical writer, created user and developer documentation for the Verity product, including integration procedures, API and JSON references, troubleshooting guides, integration checklists, and release notes.

- Produced the compliance and controls documentation for Media Rating Council (MRC) accreditation and met with Ernst & Young auditors to resolve documentation gaps; GumGum earned the accreditation, the only company of its kind at the time.
- Participated in Change Advisory Board meetings as a member and contributor, developing and documenting the processes under the board's purview.
- Owned the company's Confluence content, creating the category, tagging, and labeling system that made content easier to find, and continued the migration from Google Docs to Confluence.
- Built onboarding documentation for employees who joined through mergers and acquisitions, co-hosted software training workshops, and created video walkthroughs for employees and customers.
- Managed documentation requests in Jira, highlighting schedule risks early and using Confluence and Glean metrics and dashboards to set priorities.
- Edited developer-drafted documentation, used pull-request review for product guides, and prepared executive decks, summaries, and VP-level correspondence.

Venable LLP | Baltimore, MD **Sep 2018 – Oct 2022**
Technical Writer

- Established the IT department's knowledge base and wrote its documentation submission guidelines, setting the standards contributors followed.
- Migrated the IT department's documentation from SharePoint to Confluence and created the category and tagging taxonomy used to classify and retrieve it.
- Wrote SOPs, procedures, and runbooks, updating them as new tools entered the environment or their use changed.
- Developed standardized document templates and formats that streamlined operations and strengthened version control.
- Audited documentation for accuracy and currency, archiving or retiring outdated material, and used analytics to link end-user complaints and IT incidents to documentation gaps.
- Drafted VP-level correspondence and firm-wide communications on IT matters.

BAE Systems — Contractor to Bureau of Labor Statistics | Washington, DC **Jan 2017 – Aug 2018**
Technical Writer

- Co-wrote and edited Capital Planning and Investment Control (CPIC) reports to OMB covering cost, budget, spending, schedule, and performance for multimillion-dollar federal IT investments.
- Interviewed division chiefs, branch chiefs, and team leaders to gather program information, and checked report narratives against the underlying data.
- Developed and maintained end-user and operations documentation, including user guides, manuals, and technical publications.

Earlier Experience: Technical Writer Intern, TD Ameritrade | Columbia, MD **Nov 2016 – Jan 2017**

EDUCATION & CERTIFICATIONS

B.A. in English, Morehouse College | Atlanta, GA **2014**
English Department Honors; Sigma Tau Delta International English Honor Society

ITIL 4 Foundation, Axelos **2019**
CompTIA A+ Certification, NPower **2016**