Lesley Badowski

Senior Technical Writer | Technical Documentation | Knowledge Management | AI-Assisted Content Strategy

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SUMMARY

Senior Technical Writer creating enterprise software documentation, knowledge bases, SOPs, and training materials for Fortune 500 organizations across technology, finance, logistics, and telecommunications. Highly skilled at documenting products, features, and services where development, content management, and training converge.

SKILLS

Documentation — Technical Writing, SOP Development, Process Documentation, User Guides, Job Aids

Product Development — Iterative Development, QA Collaboration, Documentation Lifecycle

Knowledge Management — Knowledge Base Authoring, Help Articles

Design & Training — Instructional Design, Adult Learning, Information Architecture, Content Strategy

Collaboration — Agile, Scrum, Stakeholder Management, Cross-functional Collaboration

Content Platforms — ServiceNow, Confluence, SharePoint, HubSpot

Tools — Google Workspace, Microsoft 365, Visio, Snagit, Acrobat, Slack, Teams

EXPERIENCE

Technical Writer (contract) | Pulse Labs.ai

November 2025 — Present

- Designing operations and training guides for market research clients on a self-service market research platform in a highly iterative product-development environment.
- Working in parallel with platform development and QA testing, continuously incorporating changes into the documentation and training.
- Developing and maintaining procedural documentation for the Gemini Trusted Tester Program, covering market research workflows, data export, and participant recruitment.
- Revising and updating help articles for the Pulse Voices panel, a group of diverse and vetted panelists, who can be recruited for any client research need.
- Providing technical writing support across the organization, including Panel Marketing, Support, UX Research, and ISO / SOC 2 Compliance.

Technical Writer (contract) | FedEx

April 2025 – July 2025, Memphis, TN

- Disseminated critical Global Vehicles announcements—including technical service bulletins, training updates, and key information—to a network of 1,742 technicians across North America.
- Designed technical job aids for the Global Vehicles Reports Suite (GVRS), enabling shop managers to effectively analyze Time on Work Order (TWO) and Mean Repair Time (MRT) metrics for shop repairs and technician performance.
- Created the Global Vehicles TechTalk newsletter, ensuring alignment with FedEx brand guidelines, and utilizing Adobe Illustrator and Photoshop to design compelling visuals.

Knowledge Base Technical Writer (contract) | Lowe's

September 2023 — September 2024, USA

- Contributed to the development of landing pages and microsites for various Lowe's business units, resulting in a 20% increased usage of the knowledge base.
- Transformed numerous Human Resources articles within a ServiceNow knowledge base into updated HTML templates.
- Formatted HTML code for knowledge base articles covering policies, procedures, job aids, FAQs, and informational resources.
- Modernized articles to streamline content and adhere to Lowe's style guide and technical writing standards.

Knowledge Base Technical Writer (contract) | Pacific Life

December 2022 – July 2023, USA

- Created new content for the Deskside Support team within a ServiceNow knowledge base, covering SOPs, AWS WorkSpaces, software installations, and troubleshooting steps.
- Refined HTML formatting for knowledge base articles within ServiceNow.
- Collaborated closely with directors, IT managers, technicians, and analysts to strategize the release of technical knowledge, increasing usage of the knowledge base by 22%.

Proposal Writer (contract) | Core Technologies

October 2017 – November 2017, Norcross, GA

- Revised federal and state proposals concerning specialized telecommunication solutions.
- Crafted solution responses for Task Orders (TOs) for bids under the Enterprise Infrastructure Solutions (EIS) contract.

Technical Writer (contract) | E*TRADE

July 2017 – September 2017, Alpharetta, GA

- Updated policy documentation and created Visio diagrams for database management systems.
- Documented server patch management procedures for identifying database security vulnerabilities.

Technical Writer | Kabbage, Inc.

March 2016 – November 2016, Atlanta, GA

- Implemented protocols empowering the IT Help Desk to distribute instructional articles, resulting in a 30% reduction in help desk calls.
- Managed engagement and satisfaction for internal teams by addressing process issues effectively.
- Tracked and coordinated documentation project activities using JIRA and Confluence.

Global IT Sourcing Analyst (contract) | GE

May 2014 – March 2015, Alpharetta, GA

- Designed comprehensive procedures for organizing and overseeing sourcing contracts.
- Developed Visio workflow diagrams for IT procurement approval processes across multiple business units.

Technical Writer (contract) | Xerox

October 2013 – March 2014, Atlanta, GA

- Revamped operations and maintenance manuals for Southeastern Pennsylvania Transit Authority (SEPTA) hardware products.
- Engineered a comprehensive job aid outlining procedures for SEPTA's Surface Transportation operators.

EDUCATION

Master of Science – Instructional Design & Technology, in progress |Columbia Southern University
Orange Beach, AL

Master of Science — Technical & Professional Communication | Southern Polytechnic State University
Marietta, GA

Bachelor of Science — Liberal Arts, Advertising | University of Southern Mississippi
Hattiesburg, MS
