

Lisa Brown | Macungie, PA | 484-891-1068

Technical Writer | Compliance & Governance Documentation | Knowledge Systems Architect

Professional Summary

Lisa Brown is a technical writer and compliance documentation professional with extensive experience translating complex systems, regulatory requirements, and operational workflows into clear, structured enterprise documentation. Her expertise includes SOP development, governance narratives, implementation guides, and compliance-driven process writing in regulated environments. She writes in customer-facing instructional formats, audit-ready compliance styles, and executive-level technical narratives, with working knowledge of **AP Style**, **Chicago Manual of Style**, and modern technical documentation standards. Her portfolio spans professional knowledge base publishing, IT service documentation, and scalable workforce infrastructure content supporting organizational resilience in the AI era.

Core Competencies

- Technical Writing & Editing (SOPs, manuals, KBs, runbooks)
- Compliance & Regulatory Documentation (NERC CIP-ready writing)
- Governance & Control Narrative Development (“Story of Compliance”)
- Knowledge Management Systems & Documentation Architecture
- ITSM & Enterprise Service Documentation
- Operational Process Standardization & Risk Reduction
- AI-Augmented Content Development & Workforce Enablement
- Cross-Functional Stakeholder Alignment & Executive Communications

Professional Experience

Founder | Technical & Compliance Documentation Lead

Education That Matter™ / HiOS™ Framework | 2026–Present

- Developed governance-grade documentation frameworks supporting workforce continuity, decision governance, and AI-era operating readiness.
- Authored compliance-aligned SOPs, licensing documentation, implementation playbooks, and continuity control narratives.
- Built scalable knowledge-transfer systems designed for institutional adoption and audit-safe publishing.
- Produced executive-facing strategic briefs translating macroeconomic volatility into operational governance requirements.

Owner | Technology Services & Documentation Consultant

LBA Computer Solutions | 1997–Present

- Delivered technical writing and operational documentation services supporting IT implementations and end-user enablement.
- Produced structured troubleshooting guides, service workflows, training materials, and internal IT process documentation.
- Supported clients with clear technical communication across infrastructure, systems, and service operations.

Enterprise Knowledge Base Contributor (Reference)

XTIUM Knowledge Base | 2021–2025

- Developed and structured IT support documentation and standardized enterprise knowledge articles.
- Demonstrated ability to write service-aligned documentation for technical users, stakeholders, and operational teams.

Writing Standards & Documentation Styles

- Compliance & Audit-Ready Documentation
 - SOPs, Policies, and Control Narratives
 - Knowledge Base & Help Center Articles
 - Customer-Facing Technical Guides
 - Executive Governance Briefs
 - Working Knowledge of **AP Style**, **Chicago Manual of Style**, and professional tech writing conventions
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Technical Skills Matrix

Documentation & Productivity Tools

- Microsoft Word
- Excel
- PowerPoint
- Visio

Knowledge Management & Collaboration

- Confluence
- Jira
- SharePoint
- GitHub (documentation versioning)

Enterprise & Workforce Systems

- ServiceNow (ITSM documentation)
- Workday
- ADP

AI & Content Systems

- OpenAI (AI-assisted documentation workflows)
 - OpenAPI standards (structured API documentation)
 - Eleven Labs (voice + narration workflows)
 - MidJourney (visual asset generation)
 - Canva (layout + branded content publishing)
 - HeyGen (AI avatar-based delivery systems)
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Portfolio Appendix (Enterprise Writing References)

1. XTIUM Knowledge Base

Enterprise IT documentation, structured KB publishing, operational support writing.
<https://support.xtium.com/display/XTIUM/XTIUM+Knowledge+Base+Home>

2. LBA Computer Solutions

Technology consulting, client documentation, implementation & training assets.
<https://lbacomputersolutions.com>

3. Education That Matter™ / HiOS™

Governance frameworks, compliance documentation models, workforce continuity infrastructure. <https://educationthatmatter.com>