

PAM (SAM) KIRCHNER

LADYSAMMM@GMAIL.COM • PAHRUMP, NV • 775-224-1837

SUMMARY

Multi-talented technical writer with more than a decade of experience specializing in research, writing, editing, and optimizing technical documentation across various industries. Expertise in developing clear/concise user-friendly content, including curricula, policy/procedure manuals, user guides, and explainer videos. Skilled in performing gap analysis and needs assessments, focusing strongly on improving clarity and accuracy. Proven track record of enhancing customer satisfaction by delivering precise, easy-to-follow visual and step-by-step documentation.

PROFESSIONAL QUALIFICATIONS

- Working knowledge of SaaS
- Technical writing best practices
- Superior investigative and fact-finding skills
- Perform gap analysis, and/or needs assessments
- Knowledge of ITIL, SOX, PCI, SANS, CIS, SOX, and CMMI, Active Directory, and Asset Management
- Develop Curriculum, Policy/Procedures, User Manuals, explainer videos in user-friendly documentation

TECHNICAL SKILLS

- Microsoft Office 365 Suite: Word, Excel, PowerPoint, SharePoint, Outlook, and Publisher
- 2D animated video content creation and publishing to YouTube
- Single source helpfile authoring tools such as Madcap Flare
- Snagit screen capture tools, and Canva graphic design
- Content management systems

ACCOMPLISHMENTS

- Introduced a SaaS company to Madcap Flare to replace current Doc to Help legacy system that was being sunset.
- Developed Safe Act Training curriculum for the National Mortgage Licensing System.

EXPERIENCE

Contract Technical Writer

PPI Quality and Control (SaaS) Company October 2024 to February 2025

- Work Remotely to update legacy training documentation to incorporate into a new SaaS system.
- Work with dev team, IT, and SMEs to test the new system for bugs and accuracy. Report discrepancies with screenshots and retest.

Paid VISTA Volunteer

AmeriCorps Vista Program, Pahrump, NV: Nov 2021 - Jul 2024

- Worked with nonprofit organizations in research and capacity building relating to food insecurity and affordable housing. Develop policy and procedures for local food pantries.

Technical Writer

At Your Pace Online (SaaS) Company August 2020 to January 2021

- Work remotely to develop/edit/update real estate training curriculum. Research and update state regulations and requirements for all 50 states pertaining to brokers and agents alike.

Contract Technical Writer

Tek Systems IT Staffing Agency: Apr 2019 - Sept 2019

Client: **Employers Insurance-on-site/off-site**

- Support development of a new IT Cyber Security department for an enterprise insurance company.
- Work with the IT team to document and map out current processes, then create future processes.
- Edit existing IT security documentation for accuracy, consistency, clarity, and grammar.

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Contract Technical Writer/Instructional Designer (remote)

ATS Training Consultants: Sept 2017 - Nov 2019

- Develop FHA regulatory training curricula for industry professionals adhering to FHA style guides for print and PowerPoint presentations.

Technical Writer

Ametherm, Inc. Circuit Protection Thermistor Manufacturer-Carson City, NV: Jun 2016 - Sept 2017

- Research manufacturing quality control and compliance regulations to edit and correct existing errors within the company website and technical documentation including data sheets.
- Develop/update existing technical documentation for the website, blogs, print, and landing pages.

Contract Technical Writer

PCLender (SaaS) Company-Reno, NV: Jan 2016 - Apr 2016

- Create/update software documentation/training collateral for online presentation, including PDF/video e-learning and PowerPoint presentations.
- Test and document new website applications and develop administrator user Guides.

Contract Due Diligence Servicing Specialist (remote)

Opus CMC Mortgage Due Diligence: Mar 2015 - Jul 2015

- Audit delinquent loan files.
- Trail and document timelines to determine servicer adhered to CFPB regulations and investor guidelines.

Contract Technical Writer (remote)

LDW Wholesale Mortgage: Jan 2015 - Mar 2015

- Create, update uniform proprietary wholesale lending disclosures, internal documents, mortgage broker forms, and checklists ensuring all regulatory required verbiage remains compliant.

Contract Technical Writer (remote)

Proficio Reverse Mortgage: Sept 2014 - Dec 2014

- Develop formal organizational job descriptions, interview SMEs to extract current processes, research roles and educational requirements for startup mortgage division.

Temp SAP UAT Tester/Scriptwriter

Arvato Digital Services: Jun 2014-Jun 2014

- Short-term project on behalf of Microsoft to support and improve vendor integration and user experience.

Technical Writer (on-site/remote)

Infinity Enterprise Lending Solutions: Aug 2013 - Jan 2014

- Document and test financial software.
- Develop administrator and user guides using Doc To Help, then publish to WordPress.

Contract Technical Writer and SME (remote)

Kaplan Professionals Online University: 2011 - 2012

- Author, edit, and update mortgage course curriculum and quizzes relating to Mortgage Fraud, Reverse mortgages, and USDA loan qualification that satisfied the National Mortgage Licensing System for state licensing requirements.