KATRENA MOORE

TECHNICAL WRITING | CONTENT STRATEGY | PROPOSAL MANAGEMENT

CLARIFY.
CONNECT.
EMPOWER.

Building communication ecosystems that work.™

STRATEGIC COMMUNICATION

PEOPLE | PROCESSES | TECHNOLOGY | GOVERNANCE | IMPACT

CORE EXPERTISE

01 Technical Writing & Documentation
Create clear, scalable documentation including policies, procedures, user guides, release documentation, and knowledge articles.

02 UX & Information Design
Translate complex workflows and technical concepts into intuitive, user-centered experiences that support engagement and adoption.

03 Regulatory & Compliance Content
Develop accurate, audit-ready content aligned with regulatory requirements, policies ing industry standards, and WCAG accessibility standards.

04 Content Strategy & Governance
Design structured content frameworks, taxonomy models, and governance standards that improve consistency, usability, and reuse.

05 Proposal & Content Development
Develop compelling proposals, RFP responses, and supporting narratives that communicate value and support business growth.

06 AI-Enhanced Content Operations
Leverage AI-assisted tools to streamline research, drafting, content optimization, and documentation workflows.

PLATFORMS & SYSTEMS

DOCUMENTATION & KNOWLEDGE MANAGEMENT

- Paligo
- Author-It
- Adobe FrameMaker
- MadCap Flare
- ServiceNow Knowledge Management
- Oracle Service Cloud

COLLABORATION & AGILE TOOLS

- Jira
- Confluence
- SharePoint

HEALTHCARE & ENTERPRISE SYSTEMS

- CMS (Centers for Medicare & Medicaid Services) environments
- TRICARE systems
- SaaS support platforms

THE IMPACT

15+ YEARS

Experience developing enterprise content, documentation, communication strategies, and structured content solutions.

ENTERPRISE-LEVEL EXPERTISE

- Regulated Healthcare
- Government
- SaaS
- Aviation
- Mortgage
- Banking

IMPROVED CLARITY & ADOPTION

User-focused content that drives results.

COLLABORATIVE PARTNER

Cross-functional teams • Leaders • Stakeholders

♡

Clear communication builds trust.

Exceptional content creates impact.