SLOAN I. HAMMER

Technical Writer | Knowledge Manager | Content Strategist | Documentation Specialist

🔗 linkedin.com/in/sloanhammer

EXPERIENCE

MARTIN MARIETTA MATERIALS – Senior IS Technical Writer / Documentation Manager

Raleigh, NC
Sept. 2022 - Present

Main MMM Tools:
- *ServiceNow*
- *iSpring*
- *MadCap Flare*
- *Office 365*
- *Adobe Suite*
- *Asana*
- *SharePoint*

- Serve as IS documentation SME and strategist, developing the organization's style guide and leading the migration and standardization of 1,000+ process documents into ServiceNow knowledge base articles and MadCap Flare HTML formats.
- Oversee the end-to-end development and maintenance of 100+ SCORM learning courses and 150+ user guides to support internal and external users for companywide software implementations and initiatives.
- Led the migration from Adobe RoboHelp to MadCap Flare, standardizing all HTML/CSS documentation.
- Hired, trained, and manage a second technical writer, doubling team output while maintaining quality and consistency across projects with competing timelines.
- Built a ServiceNow intake workflow to improve requester communication and reduce missed deadlines.

NORTH CAROLINA STATE UNIVERSITY ENGLISH DEPARTMENT – Graduate TA in Professional Writing

Raleigh, NC
Aug. 2020 – May 2022

Main NCSU Tools:
- *Markdown*
- *GitHub*
- *Moodle LMS*
- *Google Workspace*
- *Canva*

- Independently taught three hybrid sections of "Communication for Engineering and Technology," a technical writing course, serving about 70 students.
- Collaborated with faculty to adapt lesson plans and instructional strategies focused on clarity, engagement, and user needs while mirroring technical communication best practices.
- Leveraged tools like Zoom and Moodle LMS to enhance accessibility and engagement in hybrid learning environments while reinforcing inclusive communication practices.

LENDINGTREE – SEO Content Writer and Analyst

Raleigh, NC
May 2021 – Aug. 2021

Main LT Tools:
- *Slack*
- *Google Search Console*

- Completed keyword analysis, project planning, and SEO content creation to deliver high-quality optimized content on tight deadlines.
- Quickly mastered complex personal finance topics—mortgages, credit cards, assets—to ensure content met editorial standards and maintained brand integrity.
- Created internal-facing instructional content to support knowledge retention, reduce retraining needs, and streamline knowledge transfer.

PENN STATE APPLIED RESEARCH LAB (ARL) – Secret Level Technical Writer and Security Specialist

State College, PA
May 2019 – Jul. 2020

Main ARL Tools:
- *Confluence*
- *Jira*
- *Canvas LMS*
- *Microsoft Office*

- Redesigned fragmented, jargon-heavy security documentation into clear, standardized resources, improving efficiency as the department's sole technical writer.
- Independently managed documentation projects and coordinated with stakeholders to develop new content that aligned with department needs and deadlines.
- Collaborated with core team members on the intranet overhaul, updating content to improve accuracy, accessibility, and visual appeal during the conversion to Confluence.

EDUCATION

NORTH CAROLINA STATE UNIVERSITY, RALEIGH NC – *College of Humanities and Social Sciences*

Graduated: May 2022
GPA: 4.0

Master of Science in Technical Communication
Certificate: Teaching and Communication – NCSU Graduate School
Research: Practitioner Framework for the Development of Minimalist Animated Educational Content

THE PENNSYLVANIA STATE UNIVERSITY, STATE COLLEGE PA – *The College of the Liberal Arts*

Graduated: May 2020
GPA: 3.86
Major GPA: 3.95
Deans List: All Semesters

Bachelor of Arts in English, Cum Laude
Concentrations: Professional and Media Writing, Rhetoric and Writing
Minors: Technical Writing, Business

INVOLVEMENT

Society of Technical Communication (STC) Carolina – *General Member*

Mar. 2021 - End

NCSU Technical Communication Association (TCA) – *Vice President*

Aug. 2021 – Jul. 2022