

---

Philadelphia, PA 19128 • (610) 550-1401 • [lisa.dellaporta@gmail.com](mailto:lisa.dellaporta@gmail.com) • Portfolio & Tools: [Dellaporta.xyz](http://Dellaporta.xyz)

## SUMMARY

Full-cycle knowledge and enablement professional with 15 years SaaS company experience driving org growth through comprehensive knowledge and training strategies for customers and employees. Adept at collaborating with SMEs to distill complex topics in succinct, effective text and curriculum. Oxford commas forever.

## PROFESSIONAL EXPERIENCE

### **Rewst, Remote — *Documentation Program Manager* — Oct 2024 - Present**

Direct knowledge strategy and priority roadmap for remote, international series C SaaS company

Draft and maintain over 3000 documentation pages on docs site (GitBook) and internal wiki

Collaborate with cross-team SMEs to ensure that every new feature, integration and product is launched with accurate documentation and coursework, for both beta and GA

Use AI tooling to implement drafting protocols and MCP integrations for greater efficiency

Customer surveying and data analysis to track and improve satisfaction and efficiency scores

Manage team of offshored technical writers and stateside instructional designer

Create and implement templates, style guides, graphics, and videos

### **Freelance, Philadelphia PA and Remote — *Education Consultant* — June 2016 - Present**

Provide professional services to small ed nonprofit and startup companies

### **VRChat, Remote — *Knowledge Management Specialist* — Oct 2022 - June 2024**

Chose, launched, maintained internal operational knowledge management systems (KMS)

Created and executed new hire onboarding programs (technical and policy) for 100+hires

Worked closely with technical teams and HR leadership to gather and verify SME info

Documented extensive backlog of developer training topics, product tutorials, API and SDK architecture, and internal employee policies/operations/legal guides

Created company technical training programs for new hires, including support and sales

### **Edgio, Remote — *Sr Manager, Learning and Development* — May 2022 - Oct 2022 (Contract)**

Created employee user guides for internal tools and operational policy documentation

Evaluated and selected L+D vendors for employee development offerings

Managed budget for professional technical development of 1000 employees

Collaborated with People Experience team to manage and execute acquisition of 1100 person company, including mentorship of jr HR teammates

**STRATIS IoT, Philadelphia PA — Knowledge and Training Manager, Technical Writer—NOV 2020 - MAY 2022**

Customer and employee knowledge direction and implementation in CMS and KMS systems

Coordinated closely with QA, Product and Tech leads to draft release notes, API documentation, and end user training manuals, including 800+ help articles on website

Crafted product manuals and troubleshooting guides for desktop and mobile apps, for physical (hardware) installation partners and manufacturers

Designed and executed a custom LMS and CMS solution to contain documentation and training for a diverse set of cross-departmental teams during multiple acquisitions

Implemented best practices on docs processes and standards, for quality and efficiency

Conducted learner needs analysis for knowledge-based documentation change initiatives

**NextFab, Philadelphia PA —Director of Education — MAY 2016 - NOV 2020**

Designed 100+ adult and youth technical classes in physical and software technologies

Technical documentation for customer wiki, including manuals, API and SDK documentation, how-to guides, and software troubleshooting articles

Coached, trained and hired team of 40+ instructors to facilitate increase in course matriculation by 50%, and 300% profit increase for education department over 18 months

Delivered workforce development initiatives for grant-seeded state workforce programs

Launched customer KB with 400+ in-house project guides, user manuals, and drawings

Grant writing and fulfillment for Commonwealth of PA workforce training programs

**RJMetrics, Philadelphia PA —Admin and Culture Manager—JAN 2012 - MAY 2016**

Created employee onboarding and professional development programs for high-growth startup SaaS company

Lead performance management, team building exercises, budgeting and training

Managed department of administrative assistants

## **EDUCATION**

**BSED Education, BS English - West Chester University of PA • Certificate Human Resource Management - Villanova University • Certificate Instructional Design - Association for Talent Development.**

