



Work History

Manager, Technical Writing at Workday

2020 - present

My leadership philosophy is rooted in being empathetic, transparent, accessible, and knowledgeable. I focus on helping people reach their highest performance and potential.

I've supported globally-distributed teams of technical writers over the past 5 years to help align their career goals with Workday's strategic initiatives. My teams are responsible for authoring and publishing content for administrator and developer audiences.

I currently lead the Information Development org's AI efforts by:

- Creating a content strategy around Workday's Agentic AI documentation in a way that's aligned with legal, product, and marketing roadmaps.
- Onboarding and supporting product and engineering teams who want to leverage Workday's official documentation (the content on doc.workday.com) as a dataset in their AI features. My support includes technical guidance, use case analysis, and stakeholder communication.
- Establishing and overseeing all work streams related to:
 - Enhancing our content structure for better compatibility with AI models.
 - Defining AI writing guidelines.
 - Testing both proprietary and public AI tools to identify where in our processes we can best leverage these tools.

Team Lead, Technical Writer at Workday

2018 - 2020

- Held weekly 1:1 meetings with peers on my team to review their content, provide feedback, and share my insights with leadership.
 - Continued to write documentation for 13 teams around the world in functional areas such media, collaboration tools, and people experience.
 - Championed better product experiences by collaborating with UX Design when a project wasn't meeting our bar for quality and exceptional user experience.
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Sr. Associate Technical Writer at Workday

2017 - 2018

- Researched (using Jira, scrum ceremonies, cross-team collaboration, independent testing), drafted, iterated, and delivered content related to Workday's media and notification functionality.
 - Content types included:
 - Administrator Guide content (conceptual, how-to, reference topics)
 - Weekly Feature Release Notes (what's new or changed each week)
 - User interface text (error messages, instructional text, field/prompt names, etc.)
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Education

BA — Technical & Professional Writing

San Francisco State University

Tools & Methodologies

- Adobe Experience Manager, Jira, Confluence, DITA, Oxygen, Ixiasoft
- Agile Software Development

Marina Tiscornia

Minniern@gmail.com | (951) 775 - 4655