CAREER PROGRESSION

CHARLENE FAIN – SENIOR TECHNICAL WRITER

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404-468-1826

# PROFESSIONAL PROFILE

Top-notch writer of procedural, instructional and explanatory documentation in Health care; Financial; Banking/Mortgage; Telecommunications; Big-Box Retail, Federal/State Government; Marketing, Manufacturing, Supply Chain and Education. Author of end-user guides, training manuals, quick-help guides and “train the trainer” documentation. Developed Web pages using WYSIWYG protocol. Extensive experience writing RFPs; RTPs; sales/service proposals and presentations; software development lifecycle documentation, system specifications; enterprise-wide policies, operational, information security, installation, configuration, business continuity/disaster recovery, maintenance and network architecture/network security /network infrastructure documentation; run books, standard operating and test procedures and processes; system and hardware user manuals, marketing collateral and Web site content. Expert-level ability to analyze, interpret and “translate” technical information and to present in a manner conducive to target audience. Created or updated documentation using text, graphics, file-sharing, workflows (including network topology), screen capture, presentation and help-authoring tools such as Word (various versions), FrameMaker, Acrobat, SharePoint, Visio, SnagIt, PowerPoint and Robohelp. Produced instructional design documentation with electronic outputs such as voice-over instructional videos. Former bylined reporter with advanced interviewing, revision, editing and proofreading skills. Skilled at assignment multi-tasking. Effective output as individual writer or within a team setting. Quick-study at learning new software applications and company-specific products, systems and terminology. Excellent graphics/layout skills. Participated in usability testing. Stellar organization, verbal/written communications skills.

# EDUCATION

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| B.A., Mass Media Arts/Journalism, Hampton University; Master-level courses in Communication Design/KSU |

# CAREER PROGRESSION

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| **The Home Depot, Smyrna, GA November 2015 to present**  **Sr. Technical Writer/Business Analyst (Contractor)**  Hybrid position responsible for documenting IT/Network/Data processes, procedures, training, and security practices within the Enterprise Data Loss Protection group. Tasks include gathering requirements and metrics for training documentation within engineering team on best practices regarding vulnerability management, access control, asset management, LDAP and password management and a wide range of information security programs. Created PKI, CyberArk, Guardium, Load Balancer, Web Proxy, Certificate, Encryption and SHA1/SHA2 documentation. Training/end-user manuals, video training snippets, process/network/operational/data workflows, SharePoint administration and Web content comprised bulk of tasks/responsibilities. Extensive SME interaction, interviewing of developers, programmers, engineers and data scientists essential to daily duties. Charged with authoring policies, procedures, standards and guidelines on various security topics and authoritative guidance. Responsible on daily basis for analyzing and documenting business, system, network and data protection processes and procedures. Experienced in mapping IT policy and security controls to NIST, SOX and SANS best practices and authoritative guidance. Developed documentation templates and style guides to implement enterprise-wide look and feel for IT documentation. Knowledgeable of InfoSec guidelines; skilled at developing documentation that incorporates security principles and practice. Responsible for gathering requirements and reporting data protection metrics to stakeholders.  **ACI, Norcross, GA August 2015 to November 2015 Technical Writer/Editor**  Technical Writer responsible for creating/updating/editing Compliance and IT audit documentation as it relates to System/Information Security (InfoSec). Worked closely with the Compliance/Business Continuity manager as temporary member of ACI on Demand Data Center Operations team (AOD DC Ops) to produce federal agency-supported audit questionnaires, customer-facing documents and ACI security position statements. Responsible for tailoring documentation to align with Information Technology best practices, InfoSec guidelines and overarching ACI and financial industry compliance standards.  **Assurant March 2015 to August 2015 Duluth, GA Technical Writing Analyst (Contractor)**  Editor/Analyst responsible for proofreading and eliciting approvals for documentation based on insurance-related activities within banking industry. Responsible for updating, proofreading and analyzing policies, procedures and compliance-driven manuals and white papers. Part of 25-member technical writing team handling all major banks and finance companies nationwide.  **E\*TRADE Financial April 2014 to November 2014 Alpharetta, GA Senior Technical Writer/Business Analyst (Contractor)**  Compliance-based technical writer and requirements gatherer for IT stakeholders. Responsible for documenting the development and implementation of software applications, hardware installations and network security upgrades to satisfy audit requirements. Writer of end-user processes and procedures. Identified risks to IT infrastructure, vulnerabilities and security gaps and documented solutions. Duties included coordinating stakeholder efforts to upgrade network and system components to meet/exceed internal and external regulatory standards. Daily interviewing of SMEs. Daily creation of process flows using Visio. Modified and created documentation as needed. Extensive PowerPoint presentation creation and delivery. Dual assignment on Information Technology Compliance and Controls (ITCC) and Business Continuity Management (BCM) teams. Responsible as well for documenting disaster recovery processes and procedures including:   * Used knowledge of ETRADE risk/compliance policies to develop DR strategies * Worked with Director to draft updated contingency plan policy statement; * Created/revised sections of Business Impact Analysis (BIA) to reflect newly formed departments and ongoing initiatives * Worked with Database Engineers to document failover procedures * Documented mock disaster results; gap analyses and risk metrics * Documented testing of recovery plan with department leads; documented compliance and security issues * Participated in weekly disaster recovery forum to analyze plan gaps; documented findings; updated data security procedures   **Fulton County Public Schools (FCS) October 2013 to April 2014 Atlanta, GA RFP Technical Writer (Contractor – MATRIX Resources)**  Responsible for developing Information Technology Requests for Proposals.  Duties included extensive writing of RFPs for K-12 education software, services, and instructional technology.  Position entailed gathering RFP requirements, interviewing stakeholders and internal employees, participating in team meetings, and creating various forms of project management documentation.  **Automated Logic January 2012 – August 2013 Kennesaw, GA**  **Sr. Technical Writer (Contractor – Kelly IT)**  Application-specific Technical Writer (contractor), within Information Technology division responsible for authoring, updating, editing and restructuring software user manuals to enable Accounting, Projects, Service, Branch and Shared Services employees to effectively use ERP and other business/financial applications tools. Writer of enterprise-wide network security documentation. Responsible for working with project team to produce features and function overview documentation, system administration guides, training and procedural documentation with deadlines established by Project Manager. Assigned the development and maintenance of documentation structure, including document repository and Web-based portal links to procedures. Duties include usability testing of software updates, PowerPoint presentations; flowcharts and introduction to writing code. Managed department SharePoint site. Regularly interviewed Accounting, Project and Service department SMEs to elicit information pertinent to documentation.  **SunTrust Banks August 2011 – December 2011 Atlanta, GA**  **Sr. Technical Writer/Instructional Designer (Contractor – Pyramid (Consulting)**  Developed advanced bank and mortgage training courses for new and veteran employees. Responsible for writing and maintaining new/revised training manuals, policies, procedure bulletins, information packages and financial white papers for Channel Link loan, lines and mortgage project. Developed step/action documentation for various bank initiatives. Developed subsequent PowerPoint presentations to provide training overview to managers. Created CBT curriculum to support written documentation.  **Metropolitan Atlanta Rapid Transit Authority (MARTA) May 2010 – March 2011 Atlanta, GA**  **Sr. Technical Writer/Team Lead (Contractor – enGenius Consulting)**  Sr. Technical Writer responsibilities for this quasi-federal agency included policy and procedure documentation, process flows, service level agreements (SLAs), training, end-user and safety/network security manuals. Authored disaster recovery, business continuity and Payment Card Industry (PCI) documentation detailing business data security and payment processing. Documented network architecture components, function and configuration. PREVIOUS OPPORTUNITIES  * **Centers for Disease Control and Prevention (CDC) 3/10 – 5/10 Atlanta, GA - Technical Writer** * **Veterans Administration 8/09 – 1/10 Atlanta, GA Technical Writer with Moderate Risk Security Clearance** * **AT&T Mobility 10/08 – 6/09 Atlanta, GA Senior Technical Writer** * **ShopVisible, Inc. 7/08 – 9/08 Atlanta, GA Technical Writer** * **Northrop Grumman Corporation 5/07 – 5/08 Atlanta, GA** * **Centers for Disease Control and Prevention (CDC) Technical Writer III** * **Sanmina-SCI Technology, Inc. 1/07 – 4/07 Huntsville, AL Technical Writer** * **BlueCross BlueShield of Georgia 11/06 – 1/07 Atlanta, GA Technical Writer** * **Georgia-Pacific Corporation 3/05 – 11/06 Atlanta, GA Technical Writer/Business Systems Support** * **State of Georgia – Dept. of Administrative Services (DOAS) 2/04 – 3/05 Atlanta, GA Documentation Specialist** * **SunTrust Banks 11/02 – 2/04 Technical Writer/Instructional Designer** * **Cingular Wireless 11/00 – 11/02 Atlanta, GA - Competitive Analyst/Technical Writer-Editor** |