

WRITING & DOCUMENTATION | KNOWLEDGE MANAGEMENT | PRIVACY & SECURITY COMPLIANCE

Results-driven Proposal Writer and RFP Specialist with extensive experience managing, writing, and coordinating proposals, RFPs, and RFIs.

Core Competencies:

- Proposal Writing & Management (RFPs/RFIs)
- Strategic Messaging & Win Themes
- Editing & Proofreading
- Government & Public Sector Proposal Experience
- Project & Deadline Management
- Compliance & Content Development
- CRM & Proposal Management Tools
- Knowledge Management & Content Library Maintenance

Why Choose Me:

- ✓ Experienced Proposal Expert: 10+ years writing and managing proposals, RFPs, and compliance documentation.
- ✓ Proven Track Record: Increased win rates, streamlined RFP processes, and reduced proposal turnaround times.
- ✓ Tech-Savvy & Detail-Oriented: Proficient in proposal software, content management tools, and compliance frameworks.
- ✓ Passionate About Storytelling: Skilled at translating technical information into compelling, persuasive narratives that win contracts.

Summary:

Results-driven Proposal Writer and RFP Specialist with extensive experience managing, writing, and coordinating proposals, RFPs, and RFIs in fast-paced SaaS, education, and government contracting environments. Adept at crafting compelling, compliant, and strategic proposals that effectively communicate value propositions and win themes. Proven ability to manage multiple deadlines, collaborate cross-functionally with sales and product teams, and develop streamlined proposal processes that drive revenue growth. Passionate about transforming complex information into clear, persuasive content that resonates with diverse audiences.

Experience

❖ **Technical Proposal & RFP Writer (Contract), BAFO Services, LLC (2024-Current)**

Provides proposal management, business development, and strategic support to help small businesses succeed in the U.S. government contracting market

- Develop and manage proposals for government contracts, ensuring compliance with RFP requirements.
- Collaborate with subject matter experts (SMEs) to create compelling narratives that highlight organizational strengths.
- Coordinate proposal responses, manage content libraries, and implement best practices for efficiency.

❖ **Senior Technical Writer (Contract), USERWAY, INC. (2023 – 2024)**

Digital accessibility (508) compliance.

- Completed 100% of vendor forms and RFP submissions on time.
- Codified 50+ vendor compliance records into Confluence, reducing compliance response times by 10%.
- Prepared Legal Action Guides (LAG) by coordinating with legal teams on software widget requirements.
- Legal Support Program: Input and maintain accurate data for program analytics to track performance metrics.

❖ **SmartEvals, LLC (2008 – 2023) - SaaS suites for evaluations and student retention to higher education**

❖ **Technical Proposal Writer & Documentation Specialist**

Gathering technical information, determining project requirements, editing and proofreading content.

- Spearheaded the development of all proposals, RFPs, and compliance documentation for higher education clients
- Maintained and expanded a content library for proposal responses, reducing turnaround time by 30%.
- Implemented a proposal tracking system that improved efficiency and organization of responses.
- Collaborated with subject matter experts (SMEs) and stakeholders to gather technical information and research to acquire knowledge on complex concepts.
- Partnered with sales and product teams to craft tailored proposals that increased win rates and client engagement.

❖ **Privacy and Security Compliance Manager**

Oversaw Privacy and Security Compliance, managed audits, analyzed data, and resolved compliance issues

- Developed and maintained 100+ security policies, ensuring 100% alignment with industry standards.
- Trained employees annually in security policies, improving overall security awareness.
- Led pre-audit assessments, achieving 100% compliance in multiple external audits.
- Partnered with IT/security teams for risk assessment, improving incident response plans and disaster recovery measures.
- Collaborated with external auditors and assessors during security audits, addressing inquiries and providing necessary documentation and evidence.

Projects: HECVAT, VPAT, SOC 2 Type II, TX-RAMP

❖ **Project Manager**

Plans, organizes, and executes projects from start to finish for SaaS suites through SDLC, security audits, sales team needs, and technical support teams.

- Managed 5-7 concurrent projects, achieving 98% on-time delivery despite shifting requirements.
- Coordinated cross-functional teams, ensuring 98% goal alignment across project stakeholders. Developed and reported KPIs to track project success, meeting 95% of project milestones within scope and budget.

❖ **Customer Relationship Management (CRM) Manager**

Manage all aspects and implementation of Zoho/Hubspot for the sales & marketing team.

- Implemented process improvements in Zoho/HubSpot, increasing data accuracy by 30%. Maintained 100% compliance with data privacy regulations (GDPR, FERPA, CCPA).

❖ **Technical Support Strategy and Operations**

Established the technical support department, creating foundational policies, metrics, and training programs.

- Improved response time by 20% and reduced average resolution time to 8 business hours.
- Boosted client retention by 8% through targeted support and proactive communication.

❖ **Senior Technical Support and Implementation Consultant**

- Led client implementations, reducing onboarding time by 50% and achieving a 90% first-call resolution rate.
- Served as the primary escalation point, resolving complex client issues to enhance satisfaction and trust.

Software:

Documentation: Jira, Confluence, Lucidchart

CRM & Tracking: HubSpot, Zoho, Freshdesk, Zendesk, ClickUp

Communication: Slack, Zoom, Ring Central

Project Management: Asana, Click Up, Monday.com,

CMS: WordPress, Shopify

Data & Analysis: Tableau (beginner), Microsoft Suite/Microsoft Office, G Suite

Coding: Familiar with HTML, SQL, CSS, PHP

Other Skills:

Technical Writing, Documentation, Knowledge Management, SOP Development, Compliance Documentation, Regulatory Standards (SOC2, VPAT, FEDRAMP, GDPR, CCPA, FERPA, HIPAA), Project Management, Cross-Department Collaboration, Risk Mitigation, Security Policy Development, User Manuals, API Documentation, Accessibility Standards, Training & Facilitation, CRM Management (HubSpot, Zoho), Audit Readiness, Incident Response, Disaster Recovery, Content Management, Version Control, UX Writing, Cybersecurity, Client-Facing Documentation, Proposal Writer