

Technical Editor/Writer, Enterprise Knowledge Management Technical Editor/Writer, Enterprise Knowledge Management Technical Editor/Writer, Enterprise Knowledge Management - State Farm Auburn, GA Work Experience Technical Editor/Writer, Enterprise Knowledge Management State Farm - Bloomington, IL July 2018 to Present October 2015 - December 2017 (contract assignment)

Organize knowledge articles and complete editing assignments according to set standards regarding order, clarity, conciseness, style, and terminology Maintain records and files of work and revisions Edit, standardize, and revise material prepared by other authors Write technical user instructions in plain language Publish technical procedures as SharePoint web pages Confer with internal customers and business partners, or publisher to establish technical specifications and to determine subject material to be developed for publication Facilitate training sessions to clarify communication standards for content owners Review published materials and recommend revisions or changes in scope, format, content, and methods of reproduction and binding Select and edit images (photographs, drawings, sketches, diagrams, and charts), as required to illustrate concepts Technologies used: Microsoft Office, Microsoft SharePoint, Tridion, HTML Technical Writer & Content Manager, External Technology Acquisition The Coca-Cola Company - Atlanta, GA March 2018 to Present contract assignment) Conduct scientific literature patent and intellectual property concept and product searches Create and maintain effective summaries that communicate search results Create, develop, and maintain the best practices for managing unsolicited idea review tracking Produce written reports of methods activities and project work results Design PowerPoint materials Create and publish quarterly team newsletter Manage internal innovation website Help evaluate ideas and provide useful consumer point of view Technologies used: Microsoft Office Suite, Enterprise CMS, Box, Salesforce, various research databases Technical Editor, IBM Systems Technical Training IBM - Atlanta, GA January 2017 to July 2017 contract assignment) Edited, standardized, and revised technical training material Identified usage errors and ensured adherence to style guides Reviewed and improved content development processes by participating in some UI/UX design Technologies used: Lotus Notes, Microsoft Office, Adobe FrameMaker, Box, HTML Web Content Specialist, HR Portal Content Team

Newell Brands - Atlanta, GA May 2016 to October 2016 contract assignment) Assisted HR Portal Content Manager in driving associate engagement through the global HR portal and SharePoint team sites Developed and maintained global and country-specific content in multiple languages using text, video, and graphics Partnered with subject matter experts to determine strategy, develop functional/technical specifications, troubleshoot issues, and implement initiatives Reviewed and improved content development processes by participating in some UI/UX design Facilitated training sessions to the end-user community as needed Developed and analyzed a variety of reports or queries using SharePoint and Google Analytics Resolved issues quickly and directly to maximize performance of the HR portal ? Technologies used: Microsoft SharePoint, Microsoft Office, Google Analytics, HTML, video editing software

Technical Writer Coca-Cola North America - Atlanta, GA November 2015 to January 2016 contract assignment - part-time) Wrote, reviewed, and edited documents in active voice and simple grammar using a clear core message Developed templates in MS Word by creating tables, styles, and graphics Converted MS Word documents to Adobe Acrobat format Developed and published digital content for onboarding program Performed QA analysis for editorial and technical accuracy of training content for the internal website Technologies used: Microsoft Office, Adobe Creative Suite, Dropbox Editor,

Global Installation Commissioning Project GE Power & Water - Atlanta, GA October 2014 to September 2015 contract assignment) Assisted with the development, organization, and presentation of various training materials for managerial roles Supported and develop a sound review cycle Develop, updated, and implemented style sheets, glossaries, and other editorial standards Reviewed and edited documents by physical and electronic markups Managed documentation updates Technologies used: Microsoft SharePoint, Microsoft Office, Dropbox Content Editor, Employee Portal

The Coca-Cola Company - Atlanta, GA August 2013 to February 2015 contract assignment) Performed QA analysis for editorial and technical accuracy of global content for the internal website Wrote and edited articles, company policies, and web content Analyzed metrics for the portal's main page Published content using various CMS tools Technologies used: Microsoft SharePoint, Microsoft Office, Oracle-based content management

system, Adobe Creative Suite, HTML Technical Writer Georgia United Credit Union - Duluth, GA June 2014 to October 2014 contract assignment) Managed intranet content revision and development project, including designing a wireframe and creating enhancements improving the user experience Presented proposed enhancements to senior leadership Facilitated project kick-off events and training sessions for employees Produced standardized instruction manuals for all departments Worked with subject matter experts in communicating complex information among entire organization Established communication standards for internal print and electronic deliverables Published web pages for the company intranet Technologies used: Microsoft Office, HTML Associate Faculty ASHFORD UNIVERSITY - San Diego, CA June 2009 to June 2014 contract assignment) Taught English and writing-related online courses including but not limited to: English Composition, Intermediate Composition, Introduction to Literature, Business Communications, Media Writing and Editing, Communication Theory, Persuasion and Argumentation, and Communication in Organizations Posted faculty guidance and expectations Participated in classroom discussion boards Graded assignments and respond to student inquiries Provided timely feedback to students' questions and concerns Placed a strong emphasis on student-centered learning Technologies used: Microsoft Office, eClassroom Content Management Consultant, Knowledge Management Transformation Verizon Wireless - Alpharetta, GA February 2014 to May 2014 contract assignment) Authored online content and performance support materials Added and maintained all topic content into the appropriate categorization including policies, processes, procedures Appropriately tagged content with metadata to improve content reuse and ensure correct placement within online resources Worked with product management team to author various support content with the online resources Partnered with cross-functional subject matter experts in the creation of materials Captured operational business requirements in a written form that is user-friendly (frontline retail, telesales, customer service, etc.) Designed and loaded documents and references into online resources Technologies used: Microsoft Office, Adobe Creative Suite, Adobe CQ5, Documentum, Microsoft SharePoint, HTML Communications Manager, Americas IT DHL Global Forwarding - Phoenix, AZ March 2012 to September 2013

freelance assignment) Partnered with CIO to create and execute a new communication strategy for Americas IT Planned, designed, researched, wrote, and edited a range of documents, including user guides, manuals, training materials, user policies, and proposals, for both print and online media Wrote content for internal communications, such as employee announcements, program updates, and team presentations Wrote and managed content for IT department's internal websites and related team sites, including SharePoint sites and enterprise CMS Created project and change management-related templates and guidelines for various project teams Technologies used: Microsoft SharePoint, Microsoft Office, Documentum, enterprise CMS, HTML, Microsoft Visio, video editing software Communications Specialist, IT Transformation FISERV - Norcross, GA February 2013 to June 2013 contract assignment) Worked with IT Transformation leaders and company management to plan and create tactics, activities, and materials for day-to-day operational information to client audiences in a deadline-driven environment Participated in meetings and projects that have an impact on the associate experience Defined tools needed to support and track communications planned, and effectiveness by the audience Ensured that appropriate information was communicated through appropriate channels in a timely manner, including researching content and managing a process/procedural repository for the function Assessed effectiveness of communications by gathering and analyzing feedback Assisted with the creation of materials designed to educate and enhance the associate experience, supporting continuous growth and development of the company Provided creative support and management for company SharePoint site with a concentration on transformation messaging, including design and navigation, content development, and presentation Developed and/or edited articles for publication on company intranet site, including SharePoint and enterprise CMS Coordinated and facilitated internal on-site and off-site meetings and events, including executive presentations and employee training events Technologies used: Microsoft Office, Microsoft SharePoint, HTML, Microsoft Project, enterprise CMS Project Administrator, Applications GlaxoSmithKline - Philadelphia, PA June 2011 to December 2011 contract assignment) Planned, designed, researched, wrote, and edited a range of documents, including user guides and manuals,

technical specifications, training materials, user policies, and proposals, for both print and online media      Managed content for the department's internal website and related team sites

Communicated project status effectively with all levels of the organization      Collaborated with systems and development staff to collect and interpret technical information      Provided administrative support to the Senior Director of Strategy Architecture      Technologies used: Microsoft Office, Intuit QuickBase, Microsoft SharePoint, SAP Program Management Administrator STIEFEL, a GSK company - Duluth, GA March 2009 to February 2011 contract assignment)

Supported the oversight and tracking of all portfolios within the Program Management Office      Managed change and program management communications for the GSK/Stiefel merger      Developed documentation project plans and timelines      Planned, designed, researched, wrote, and edited a range of documents, including user guides and manuals, technical specifications, training materials, user policies, and proposals, for both print and online media      Managed content for the department's 50-page website and related team sites, including SharePoint and enterprise CMS      Scoped, planned, estimated and scheduled web development projects and communicated project updates to customers using standard project management methodologies      Collaborated with systems and development staff to collect and interpret technical information      Edited written documentation of development and other IT staff to create unified and consistent support documents      Worked with printers and graphic artists to plan layout, graphical elements, and formatting of documents

Established, communicated, and maintained documentation standards, and provide training where required      Researched, analyzed, evaluated, and recommended new documentation tools and methods in support of improvement efforts      Maintained effective communication and management of project expectations to project managers, owners, sponsors, team members, and other stakeholders      Assisted EPMO Executive Director with managing project teams' time and resource allocation, ensuring project completion      Technologies used: Microsoft Office, Microsoft SharePoint, Intuit QuickBase, HTML, SAP, Lotus Notes, Macromedia Dreamweaver/Fireworks

Recruiting Coordinator STIEFEL, a GSK company - Duluth, GA June 2008 to December 2008 contract assignment)      Sourced for candidates using several recruiting sources      Posted new job

announcements internally and externally      Managed the job posting process including adding, deleting, and refreshing job postings      Coordinated and scheduled candidate interviews and interview packet preparation      Assisted in the planning and/or coordinating of hiring events and recruiting efforts      Ensured management teams were up to date with sourcing materials, direct recruitment skills, screening tools, and were following hiring process guidelines      Prepared communications for offers      Ensured closed job files were complete and met legal, regulatory, and audit compliance requirements      Maintained agency log/employee referral log/hire log      Performed background checks      Managed requisitions, applicant data, and new hires in HRIS database      Communicated with prospective talent about application and hiring process      Managed vendor invoice and candidate reimbursement process      Technologies used: Microsoft Office, SAP, Lotus Notes, UltiPro eRecruit Education Master of Arts in Professional Writing in English Kennesaw State University - Kennesaw, GA Links <http://sites.google.com/site/vpwsportfolio>

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