# Professional Summary

Customer-focused expert in Technical and Professional Writing services, boasting over 15 years of experience. Specialized in enhancing the creation, implementation, and upkeep of technical documentation for Product Development teams and projects. Adept at crafting and presenting genuine, compelling, and innovative content to enhance comprehension, progress, and assistance across all facets of technical documentation.

# Professional Experience

## Knowledge Base Technical Writer (contract), Lowe’s

September 2023 – September 2024

* Transformed numerous articles within a ServiceNow knowledge base into updated HTML templates.
* Edited HTML code for knowledge base articles covering policies, procedures, simple and intricate job aids, FAQs, and informational resources.
* Revised and rephrased articles to streamline content and adhere to the latest Lowe’s style guide and technical writing standards.
* Contributed to the creation of landing pages and microsites for various Lowe’s business units.

## Knowledge Base Technical Writer (contract), Pacific Life

December 2022 – July 2023

* Created fresh content for the Deskside Support team within a ServiceNow knowledge base, encompassing a wide range of articles covering SOPs, AWS WorkSpaces, software installations, and troubleshooting steps. These resources were tailored to aid IT support technicians throughout a multinational corporation.
* Enhanced HTML formatting for knowledge base articles within ServiceNow, resulting in significant improvements.
* Worked closely with directors, IT managers and technicians, and analysts to strategize the optimal utilization of technical knowledge across training and documentation platforms.

## Proposal Writer (contract), Core Technologies, Norcross, GA

October 2017 – November 2017

* Revised federal and state proposals concerning specialized telecommunication solutions.
* Crafted solution responses for Task Orders (TOs) aimed at securing bids under the Enterprise Infrastructure Solutions (EIS) contract awarded by the U.S. General Services Administration (GSA).
* Played a key role in the success of EIS, a government-wide contract focused on furnishing mission-critical telecommunication, infrastructure, and IT services to the 56 FBI field offices.

## Technical Writer (contract), E\*TRADE, Alpharetta, GA

July 2017 – September 2017

* Updated policy documentation and created Visio diagrams for relational database management systems as required annually by SEC auditors and E\*TRADE internal auditors.
* Documented server patch management procedures for detecting database security vulnerabilities with Imperva SecureSphere, a data security tool.

## Technical Writer, Kabbage, Inc., Atlanta, GA

March 2016 – November 2016

* Enhanced engagement and satisfaction for numerous internal clients by promptly addressing inquiries and resolving communication-related issues.
* Implemented internal protocols and guidelines, enabling the IT Help Desk to distribute instructional articles on Cisco Conferencing Services, resulting in a 30% reduction in help desk calls.
* Offered comprehensive support across the organization for all technical documentation needs, encompassing product specifications, branding templates, corporate policies, platform feature materials, and Visio process flows for Fraud and Finance departments.
* Tracked and coordinated documentation project activities and subtasks using JIRA.
* Developed a Confluence space dedicated to technical documentation resources, featuring a repository for published materials.

## Global IT Sourcing Analyst (contract), GE, Alpharetta, GA

May 2014 to March 2015

* Compiled procedures for organizing and overseeing national and international sourcing contracts for GE's global IT acquisitions; introduced a new Document Management System (DMS) framework and file naming conventions through Box.
* Developed Visio workflow diagrams illustrating intricate IT procurement approval processes tailored to the Digital, Power, and Aviation business units, accommodating country-specific requisites in Latin America.
* Instituted standardized protocols for executing software and hardware vendor contracts, encompassing Non-Disclosure Agreements (NDAs), change orders, and Proof of Concept (POC) agreements.

## Technical Writer (contract), Xerox, Atlanta, GA

October 2013 to March 2014

* Revised operations and maintenance manuals for hardware products utilized by the Southeastern Pennsylvania Transit Authority (SEPTA).
* Developed a comprehensive job aid outlining procedures for SEPTA's Surface Transportation operators responsible for maintaining validators and fare boxes.
* Updated the Bill of Materials (BOM) Manual, incorporating BOMs for all components of the New Payment Technologies (NPT) system.
* Utilized SharePoint to monitor the document development process, specifically tracking draft revisions and approvals.

## Technical Writer (contract), Liaison Technologies, Inc., Atlanta, GA

April 2013 to June 2013

* Generated and maintained Standard Operating Procedures (SOPs) covering Integration, Quality Assurance, Change and Release Management, and Support functions.
* Produced Visio process flows to illustrate three-tiered Support processes.
* Designed templates for all SOPs using MS Word; enhanced a sophisticated template for Business Requirements documents.

## Senior Technical Writer (contract), ACS, A Xerox Company, Norcross, GA

March 2012 to March 2013

* Developed operations and user administration manuals for the LA Express Park Merge software, a platform facilitating downtown on-street and off-street parking reservations and payments.
* Revised hardware maintenance manual for the New York State Tolls Authority.
* Updated operations and training documentation for the Maryland State Highway Administration Virtual Weigh Station.

## Senior Technical Writer, ACS, A Xerox Company

February 2008 to March 2012

* Produced and maintained technical documentation for the Parking Revenue Control System (WebPRCS) software, utilized for the management and audit of parking fee revenue at airport parking facilities.
* Teamed up with the Business Analyst to document business requirements for generating revenue auditing reports at international airports.
* Revised technical manuals, system design documents, test cases, training guides, and training exams.
* Designed FrameMaker templates to centralize content and graphics across a suite of twelve technical manuals, enhancing efficiency in the documentation development process.

# Additional Professional Experience

**Technical Documentation Team Lead |** Hitachi Telecom, Inc., **Documentation Manager |** TANDBERG Television, **Technical Writer |** BellSouth.net

# Core Competencies

Performance Optimization, Continuous Process Improvement, Training & Development, Stakeholder Relationships, Employee Engagement, People Management, Diversity, Equity, & Inclusion

# Technical Expertise

Microsoft Office, Microsoft Visio, Adobe Acrobat Professional, TechSmith Snagit, Microsoft SharePoint, Microsoft Teams, ServiceNow, HTML5

# Education

**Master of Science in Technical & Professional Communication |** Southern Polytechnic State University, Marietta, GA

**Bachelor of Science in Liberal Arts |** University of Southern Mississippi, Hattiesburg, MS

# Volunteer Experience

## Hospice Volunteer, Compassus Hospice Care, Memphis, TN, February 2020 – December 2021

Assisted with daily activities for hospice patients at a memory care facility. Contacted in-home hospice patients or their responsible parties every week to ensure they have their medications and supplies for the weekend. Supported business office manager and volunteer coordinator with volunteer recruitment efforts as needed.