

SUMMARY

Technical writer, passionate about creating innovative solutions with an extensive background in leadership, process, and organizational development. An experienced problem solver with proven ability to succeed in challenging roles, with over 15 years of technical writing and process development.

SKILLS & QUALIFICATIONS

PROGRAMMING	SOFTWARE	BUSINESS MANAGEMENT
JavaScript, PHP, MySQL, Laravel, jQuery, Java, C++, Oracle SQL, CSS, HTML, Bootstrap,	Sublime, Atom, GitHub, NetBeans, XAMPP, FileZilla, VMWare, Linux, Adobe Photoshop, Illustrator, Oracle, MS Office: Word, Excel, Access, PowerPoint, Visio, Publisher	Technical writing, data analysis, ISO, change control, QA, business continuity, employee development, agile methodology, version control, risk management

DEVELOPMENT PROJECTS

STARWARS DND COMBAT	VOLUNTEER NOW
A mobile responsive application that calculates damage points based on rolled values against individual players' abilities and other score impacting points during Dungeon & Dragons gameplay.	A web application to coordinate volunteer opportunity events between non-profit organizations, local businesses, and employees.

EDUCATION

- ★ *San Antonio College - A.A.S. Computer Programming*, Graduated: December 2019, Credits Earned: 69 / GPA: 3.8
- ★ *Codeup, LAMP Stack Career Accelerator* - 536+ hours of software development instruction, completed September 2017

WORK EXPERIENCE

MISSION SOLAR ENERGY, LLC (*San Antonio, TX*)

PRODUCTION CONTROL SUPERVISOR/MANUFACTURING SUPPORT

November 2015 – March 2017

Managed the Production Control and Document Control teams, handling the inventory management of raw materials and finished goods, record management for all company departments, and the process documentation for all functions within the organization. Defined and built the company document management and inventory control infrastructure.

- ★ Wrote Warehouse Management System business requirements: outlining project scope, functional expectations, process flow, reporting parameters, and interfacing system rules
- ★ Co-founded Change Control Board to organize and implement engineering changes between departments, created a change control process to document specific changes and test cases for impacted functions
- ★ Wrote process flows/operational procedures for warehouse, inventory control, maintenance, and document control

DATA ANALYST

April 2015 – November 2015

- ★ Researched and resolved discrepancies between materials, production reporting, and finished goods inventory.
- ★ Developed inventory management tools, improved accuracy by 83% and increased efficiency by 50%
- ★ Developed the finished good's process, defining procedural steps and quality control standards

DOCUMENT CONTROL CLERK

June 2014 – April 2015

Technical writer for the documentation of department procedures, manuals, diagrams, and record management

- ★ Created a database to manage retention records with search-index functionality
- ★ Worked directly with engineering staff to write process specs, diagram flows, and work instructions
- ★ Established company style guide
- ★ Created drawings, sketches, diagrams, and charts to illustrate material and increase end-user comprehension

Jennifer C. Ayala

Software Developer | Technical Writer | Problem Solver

GETWIRED NETWORKS (*San Antonio, TX*)

OPERATIONS MANAGER

May 2008 – May 2013

Managed office operations for technical and production support functions, and supported the Creative Services & Repair Shop with walk-in customers, field visits, remote desktop, and phone inquiries

- ★ Created website development questionnaire to define and meet client needs
- ★ Prepared vendor and sales presentations
- ★ Developed managed service agreements and marketing strategies
- ★ Wrote website and social media content for company and clients
- ★ Assisted with minor computer repair issues: system re-image, virus removal, network diagnostics and resolution, troubleshooting, and hardware replacement

VERIZON COMMUNICATIONS (*San Antonio, TX*)

MANAGER

May 2005 – July 2008

Led domestic and international operations for order entry, data integrity, and technical support functions. Managed operations transition to multiple centers in Manila, Philippines. Trained management and contractor staff of 69 international/26 domestic production and administration employees.

- ★ Re-designed team structure to “One-Stop-Shop,” integrating multiple functions into one group
 - Reduced the order interval from 30 days to 10 days and cut expedite fees by 30%
 - Created process flows and procedural steps for ISO certification
 - Outlined and wrote business continuity plans for disaster recovery for both domestic and international operations
- ★ Managed Data Integrity team, analyzed each system to compare records against traffic for billing and usage
 - Launched network revenue recovery initiative, lowered expenses by \$205,185 and increased revenue \$31,574 in 30 days
 - Defined procedures and benchmarks for system engineers to improve performance and research resolution

LEC SERVICES & MACD SUPERVISOR

October 1999 – May 2005

Supervised the Local and Long Distance LEC Services team, managing electronic transactions between telecom companies for customer service record changes. Managed the move, add, change, and disconnect process for local telecom service business and residential customers across the United States.

- ★ Developed system requirements for billing and order entry systems, resolving two years backlog.
- ★ Led network traffic migration and deactivation project with over 6000 Local Exchange Carriers, eliminating network lease expenses of \$250,000 quarterly
- ★ Created technical specifications for order management system integration between provisioning, billing, translations, and transaction databases

TECHNICAL ANALYST

November 1998 – October 1999

Technical writer for system table management, user training manuals, record documentation, and change control

- ★ Interpreted user requests and created business requirements for system enhancements, wrote and performed user acceptance and functionality testing for billing and data systems, coordinated with Oracle and C++ programmers
- ★ Updated database table definitions for industry transaction codes and user reference guides
- ★ Created system change management database for user request management

ADDITIONAL EXPERIENCE & ORGANIZATIONS

Phi Theta Kappa Society (2018 – Present) – Academic honor society member

Catholic Charity Worker House (2019) – Soup kitchen volunteer

Caring Solutions (May 2014 – July 2015), Care Giver - Provided in-home non-medical care to seniors

TekWorx Tools (November 2011 – April 2013), Contract Marketing Consultant - managed marketing campaign

- ★ Created product listings for online retailers & developed product specs for GS1 registration