Kendra Johng
Technical Writing Portfolio

Last Updated: March 2023

Introduction:

Hi! I'm Kendra (Dadisman) Johng, a creative and experienced technical writer, dedicated to developing fundamental policies and procedures for clients of various industries such as technology, manufacturing, safety, pharmaceutical, health insurance, medical devices, digital marketing, etc.

Currently, I am a consultant to the U.S. Environmental Protection Agency (EPA) with Systalex Corporation, supporting various drinking water applications. When managing project deliverables and tracking project metrics, I focus on continuous process improvement, compliance with internal/external standards and regulations, and effectively identifying and mitigating risks. Communicating and collaborating with clients, project managers, product owners, Subject Matter Experts (SMEs), database analysts, cloud architects, developers, and testers is imperative when creating quality documentation throughout the entire development life cycle.

Please refer to my LinkedIn profile for a more comprehensive list of responsibilities regarding my professional experience. When I'm not staring intensely at three monitors to collaborate with teams or review and edit documents, you'll find me outside skateboarding, or drawing with my iPad at a coffee shop. I look forward to working with you!

Professional Experience: 6+ years

Education: University of Arizona | Bachelor's Degree in Public Health

LinkedIn: www.linkedin.com/in/kendra-johng/

Email: kendrajohng@gmail.com

Certifications:

- DHS Trusted Tester | Department of Homeland Security OAST | ID: TT-2302-03961 | 2023
- Authoring Accessible Documents Certification | Office of Accessible Systems & Technology (OAST) | 2022
  - Microsoft Office Word Documents, Microsoft Excel Documents, Microsoft Office PowerPoint Documents, PDF Documents
- Six Sigma Green Belt | Villanova | 2021
- Associate Safety Professional | BCSP | ID: ASP-32138 | 2020 – 2023
  - Certification expired; I elected to stop paying the annual ASP certification renewal fee since I am no longer working in the field of Environmental Health and Safety

Salesforce Training Exam

Department	Training and Development	Development Date	[MM/DD/YY]
Policy Name	Salesforce Training Exam	Effective Date	[MM/DD/YY]
Total Pages	4	Version	1.0

Contents

I. Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish the process for new-hire Advisors that are required to complete the Salesforce Exam.

II. Scope

This SOP applies to all new-hire Advisors required to complete the Salesforce Exam and the Training Manager assigned to proctor the exam.

III. Roles/Responsibilities

The table below lists the applicable roles and corresponding responsibilities for the Salesforce Exam Process.

Role	Responsibility
Advisors	• Attend the two-week training, while maintaining a professional attitude throughout. • Take the Salesforce exam. • Interact with trainers during longevity of employment, as well as other Advisors, coaches, and the university Program Director of Admission. • Be evaluated during the 60–90-day nesting period.
Training Manager (Proctor for Salesforce exam)	• Proctor the Salesforce exam. • Train employees on the Salesforce software.

Role	Responsibility
Associate Director of Training / Senior Director of Training	• Perform the role of facilitator, especially at the beginning of training and during some training modules. • Cover the expectations of training (Day 1). • Evaluate behaviors during training.
Senior Training Manager	• Proctor the Salesforce exam. • Evaluate behaviors during training. • Notify the employee of their advancement in a separate video conference breakout room.

IV. Background, Definitions, and Abbreviations

Refer to the table below for process-related terms and their corresponding definitions.

Term	Definition
Learning Management System (LMS)	The company's application for administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, materials, or learning and development programs.
Nesting Period	The formal process where the new Advisor works with the Training Manager and other staff to assist them with learning on the job. This period lasts four (4) weeks.
Salesforce	The company's Customer Relationship Management application used to manage relationships and interactions with existing and potential clients. This application helps the company stay connected to clients, streamline processes, and improve profitability.

V. Employee Training Expectations Checklist

Training Managers are required to complete the checklist below before the Advisor takes the Salesforce Exam.

Checkbox	Employee Training Expectations Checklist
☐	Complete the full 2 weeks of training.
☐	Limit the hours of missed training time to 4 hours.
☐	Use only Google Chrome for internet browsing.
☐	No destruction of any equipment provided by the company.
☐	Refrain from disruptive classroom behavior such as shouting out answers.
☐	Physically raise your hand or use the "raise hand" feature on the video conference call to notify the facilitator of your question.
☐	Maintain a professional attitude during training and after training, while on the floor.
☐	Professional and clear communication.
☐	Perform well during the script role play activities.

VI. Instructions

Follow the steps below for the Salesforce Exam Process. The Salesforce Exam is conducted in the company's Learning Management System (LMS).

<table>
<tr><th>Step</th><th>Description</th></tr>
<tr><td>1</td><td>Participate in the 2-day Salesforce training.
Day 1 – Systems Overview
Day 2 – Processes</td></tr>
<tr><td>2</td><td>During training, take time to practice the material learned during the training by using the Salesforce sandbox.</td></tr>
<tr><td>3</td><td>Participate in the brief (30-minute) study session before the exam.</td></tr>
<tr><td>4</td><td>Begin the exam.
NOTE: The exam will be open-note.</td></tr>
<tr><td>5</td><td>The testing system will automatically grade the exam and you will receive a score once the exam has been submitted.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>PASS</td><td>You must pass the exam with an 80% or better.
The new Advisor will move forward and proceed to Step #6, below.</td></tr>
<tr><td rowspan="2">FAIL</td><td>Performance/behavior will be evaluated further by the trainers. If the trainers approve of their behavior, the new Advisor <u>will move forward</u> despite their failing score on the Salesforce exam.</td></tr>
<tr><td>Performance/behavior will be evaluated further by the trainers. If the trainers disapprove of their behavior, the new Advisor <u>will NOT move forward</u>.</td></tr>
</table></td></tr>
<tr><td>6</td><td>The new Advisor will receive a post-training evaluation via Google Forms or Zoom Chat.
Complete the form then click the "Submit".</td></tr>
<tr><td>7</td><td>New Advisors will start their job on the floor and begin the nesting period the following week after the exam.
NOTE: Refer to the Nesting Progress Report document for additional information.</td></tr>
<tr><td>8</td><td>Tier 1 is available to support the new Advisors with Salesforce throughout their first month.
Coaches will meet with the new Advisors weekly.</td></tr>
<tr><td>9</td><td>Trainers/Coaches/DOAs will set up a meeting with the new Advisor at the end of the nesting period to discuss the Nesting Progress Report.
NOTE: The Advisor will not see the Nesting Progress Report score, but each section will be reviewed during the meeting with them.</td></tr>
<tr><td>10</td><td>The Nesting Progress Report meeting will include feedback on the new Advisor's performance, and their scores on the Nesting Progress Report.</td></tr>
</table>

VII. Policy Resources/Links

- Nesting Progress Report

VIII. Revision History

Version	Author	Approved By	Approved By Date
1.0	Kendra Johng	[Client Name]	12/15/2022