

## Contact

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## Top Skills

Technical Writing  
Software Documentation  
Proposal Writing

## Languages

English (Native or Bilingual)  
Swedish (Professional Working)

# Leigh Hutchens

Product Enablement Lead at Quinyx AB  
Greater Stockholm Metropolitan Area

## Summary

I am the Product Enablement Lead at Quinyx, overseeing content strategies and user enablement initiatives to drive product adoption and user satisfaction.

I bring extensive experience in product enablement, business analysis, project management, communication, training, and localization. Leveraging strong technical expertise, I lead complex projects, streamline processes, eliminate waste, and implement corrective actions to deliver sustainable, reusable outcomes. I excel in collaborating with diverse teams within the organization, effectively engaging with both technical and non-technical stakeholders. My background includes traditional and Agile project management, requirements gathering, process mapping, information architecture, technical and marketing documentation, United States Department of Defense proposals and documentation management, editing, software training, compliance auditing, and user engagement.

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## Experience

### Quinyx

#### Product Enablement Lead

January 2020 - Present (4 years 8 months)

Stockholm, Sweden

- Strategic Product Enablement Leadership: Develop and execute a comprehensive user enablement content strategy that aligns with our product development objectives and company vision.
- User Enablement: Lead initiatives to empower users, reduce support cases, and assist users in finding solutions to intricate queries.
- Team Leadership: Build and lead a dedicated user enablement team, providing mentorship, guidance, and professional development opportunities.
- Documentation Standards: Establish and maintain documentation standards, templates, and guidelines to ensure consistency and clarity across all product-related content.

- **Content Creation:** Oversee the creation of various types of content, including user guides, tutorials, videos, release notes, and process documentation.
- **Content Tools and Technologies:** Evaluate, implement, and manage tools and technologies that facilitate efficient content creation, editing, version control, and distribution.
- **Cross-Functional Collaboration:** Collaborate closely with Product Management, Adoption & Utilization, Engineering, Design, Quality Assurance, Support, and other teams to gather information and insights for accurate and relevant documentation.
- **Information Architecture:** Design and maintain a user-friendly information architecture for our content repository, making it easy for stakeholders to access relevant documentation.
- **Training and Support:** Work with teams to develop training programs to educate product teams on effective documentation practices. Provide ongoing support to team members to ensure they can contribute effectively to the documentation process.
- **Metrics and Reporting:** Define key metrics to measure the impact of documentation efforts on product development and user outcomes. Generate regular reports to track documentation effectiveness and suggest improvements.
- **Localization:** Manages app translation localization across various platforms, delivering culturally precise and tailored content globally.

## Itiviti AB

### Senior Technical Writer - Technical Documentation Product Management

October 2017 - November 2019 (2 years 2 months)

Stockholm, Sweden

Planned, produced, translated, and maintained advanced customer-facing product documentation in collaboration with cross-functional teams including Commercial Product Management, Engineering, Quality Assurance, and Customer Services.

- Participated in Engineering projects to produce internal product documentation to maximize documentation awareness within the company.
- Developed and maintained procedures, guidelines, and best practices for document standardization and improved existing product documentation.
- Tracked software and documentation development in JIRA to ensure that new functionality was documented for all minor and major releases.

- Provided subject matter expertise as go-to person for questions related to writing, editing, and managing product documentation, and published both internal and external technical information on web platforms.

## Self-employed

### Freelance Technical Writer

May 2017 - August 2017 (4 months)

Stockholm, Sweden

Performed freelance writing activities for various customers after moving from Dallas, Texas to Stockholm, Sweden. References provided upon request.

## OneSource Virtual

### Project Manager - Strategic Post-Deployment Consulting

December 2015 - February 2017 (1 year 3 months)

Irving, TX

Member of the SPDC team assisting OneSource Virtual clients to align strategic and organizational change to drive value in their Workday investment. Project managed delivery of key technology projects, leading Strategic Post Deployment Consulting (SPDC) User Adoption Materials group and end-to-end delivery of customer-facing user guides, quick reference guides, educational videos, and eLearning modules according to defined business scope, timelines, budgets, and quality guidelines.

- Created internal SPDC governance methodology and supporting documentation for the entire SPDC team.
- Provided Organizational Change Management, Solution Enablement, and HR Transformation groups revenue forecast reporting to the Director of Strategic Post Deployment Consulting and the Sr. Vice President of Professional Services.
- Managed Solution Enablement projects to assist clients with strategic consulting, HR transformation, road-mapping, user adoption, organizational change management design, and overall impact and gap analysis.
- Orchestrated and collaborated with resources from the extended services and OneSource Virtual team (Sales, Change Management, HR Transformation) to sync on organization-wide programs, Project Management Office (PMO), Center of Excellence (CoE), and process governance.
- Created and managed projects in Workfront project management tool and acted as Workfront SME for SPDC team.

## Southwest Airlines

### Senior Business Analyst

February 2015 - December 2015 (11 months)

Worked with Quality Management Office (QMO) Agile transformation team to identify and analyze existing and future QA software testing processes and Software Testing Lifecycle Processes (STLC).

- Streamlined and solidified a customized Agile Transformation Plan, guided impacted stakeholders through Agile transformation activities, and provided Agile coaching to Product Support teams.
- Developed internal communication for Southwest Airlines on operational process and assisted the change management team with establishing a QMO Center of Excellence (CoE).
- Coordinated the completion of tasks with Developers, DBAs, Test Data Management, Environment Management, QMO, and other key resources on an as needed basis. Maintained ongoing collaboration with QMO teams regarding technical practices. Monitored and tracked risks and took mitigating or corrective action, as appropriate.
- Presented findings and recommendations of impact to the end goal of the application or feature under test, allowing the project stakeholders to make informed decisions.

#### Brinker International

##### Payment Card Industry Business Analyst

September 2014 - January 2015 (5 months)

Dallas/Fort Worth Area

Provided lead business analyst and technical writer expertise on Payment Card Industry Data Security Standard (PCI DSS) 3.0 compliance project for Brinker International restaurant company.

- Partnered with IT Information Security and Risk group and Infrastructure Project Manager to identify gaps and updated, edited, and created new documentation to ensure most up-to-date security measures were in place to protect cardholder data.
- Documented process for receiving security vulnerability information as well as procedures for monitoring cardholder data sent by end user technology.
- Ensured IT Software Development Lifecycle (SDLC) documentation accurately reflected all PCI compliance standards and processes and documented business justification for firewall and router services, protocols, and ports.

#### Copart

##### Infrastructure Business Analyst

February 2014 - August 2014 (7 months)

Dallas/Fort Worth Area

Worked with the Project Management Office (PMO) Director and the Information Security, Compliance, and Network Engineering Director to determine solutions and best business practices for the Technology Support Services (TSS) group.

- Led infrastructure analysis for Copart's Unified Communication and Collaboration (UCC) Microsoft Lync implementation project, which included 152 satellite offices in North America.
- Led infrastructure analysis for company-wide Virtual Desktop Infrastructure (VDI) implementation and was responsible for all requirements gathering, return on investment (ROI) analysis, business brief, business case, and scope documentation.
- Developed ROI analyses, business cases, use cases, scope statements, bandwidth analyses, and risk assessments for all PMO projects.
- Worked with business and technology teams to lead and drive the definition, elicitation, prioritization, validation, and documentation of business requirements.
- Collaborated with network architects to create technical documentation of Copart's network architecture, design, and configuration. Gathered information and developed the Copart environment application runbook wiki for over 162 applications using Confluence.
- Created all TSS governance templates and trained executives on new processes and best practices.
- Key role in disaster recovery planning for global SAP Finance (SAP-FI) application deployment covering internal and external infrastructure, application availability, and business continuity planning.

## Ambit Energy

### Senior Technical Writer

March 2013 - 2014 (1 year)

Dallas/Fort Worth Area

Translated complex technical and functional information into clear, concise documents appropriate for various target audiences.

- Worked with Wholesale Energy Buying team to understand, capture, and document process workflows, system specifications, requirements, system design, new software features, and functionality changes.
- Led initiative to implement a SharePoint wiki to provide network and infrastructure documentation for developers and stakeholders.
- Converted large library of technical documentation from Microsoft Word to wiki format.

- Performed lead technical writer duties on Ambit's Payment Card Industry (PCI) compliance project and documented and implemented new auditing, change control, and test data removal processes.
- Documented software development processes within the Agile Scrum environment for multiple IT business areas including Corporate New Markets, Field Marketing, Finance, Product Marketing, and Transaction Management and Billing.
- Developed and delivered training on Microsoft Team Foundation Server (TFS) for entire IT department.
- Created, proofread, revised, and maintained software product documentation for IT technical documentation backlog; solicited feedback and developed metrics to measure documentation effectiveness.
- Contributed to organizing and publishing documentation within the IT Knowledge Base SharePoint website.

## Applied Research Associates

### Senior Technical Writer

January 2004 - March 2013 (9 years 3 months)

Program management documentation lead on ARA's DoD contracts with the Defense Threat Reduction Agency (DTRA) in support of the Nuclear Capability Services (NuCS) and System Nuclear Vulnerability Assessment Module (SAM).

- Managed and oversaw the creation, development, maintenance, and delivery of 24 NuCS and 28 SAM contract deliverables, including the System Engineering Management Plan (SEMP), Program Management Plan (PMP), Configuration Management Plan (CM Plan), Software Product Specification (SPS), System Requirements Specification (SRS), Software Requirements Description (SRD), and Department of Defense Architectural Framework (DoDAF).
- Conducted and co-managed major milestone meetings and developed related documentation for software design reviews, preliminary design reviews, critical design reviews, integrated baseline reviews, design and test readiness reviews, and physical configuration audits.
- Created, maintained, and refined the High Altitude Burst Effects on Satellite Communications Online Help system using Adobe RoboHelp.
- Routinely prepared and presented program management status PowerPoint presentations for the customer.
- Developed documentation to comply with Levels 2, 3, and 4 Software Engineering Institute Capability Maturity Model (SEI CMM).

- Ensured NuCS and SAM system and software requirements traceability using Rational RequisitePro and assisted QA department with developing test plans and software testing, as needed.
- Acted as documentation lead on ARA's contract with DTRA for support of the Integrated Munitions Effects Assessment (IMEA) program and managed the junior technical writers assisting with IMEA contract deliverables.
- Prepared and delivered contract documentation for IMEA, including the Software Product Specification (SPS), Software Version Description (SVD), Software User's Manual (SUM), software design documents, and engineering methodology reports. Created IMEA Online Help system using Adobe RoboHelp.

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## Education

University of North Carolina at Chapel Hill

BA, English

Western Carolina University

MA, English