

BUSINESS ANALYST

Summary

- ii. writer with superior oral/written communication, interpersonal, intuitive, and analytical skills. Ability to communicate technical information to non-technical professionals in an effective manner. In-depth knowledge of social marketing and public relations.
- iii. Dynamic professional with excellent web, print content, communication, process improvement and project management skills. Expert in translating complex processes into clear, understandable and actionable steps. Enthusiastic leader who consistently meets commitments with in

10 years of experience writing and editing technical documents, including standard operating procedures, user manuals, presentations and Web content.

Skills

- AP Stylebook and Outstanding technical skills. Adept with formatting programs and content management systems including Microsoft Office, Visio, Excel, Snagit, Microsoft SharePoint and Adobe Acrobat.
- Excel at working with subject-matter experts to gather information, identify relevant data and audiences, and write documents that are clear and user friendly. Operating Systems
- Windows 7, Windows 8.1, Windows 10
- Office Package
- MS Publisher, MS Visio, MS Word, MS Excel, MS PowerPoint, MS Access, MS Outlook, Microsoft SharePoint, VPN, SQL
- HTML Editing Tools
- Macromedia Dreamweaver, Microsoft FrontPage, Adobe GoLive
- Graphics Tools
- Adobe Photoshop, Adobe Frame Maker, Adobe Illustrator, Techsmith Snagit

Experience

01/2016 to Current

Business Analyst L3 Harris I/4 Fort Bragg, NC

- Design, create, and update technical and process documents including standard operating procedures, process flows, RACI, Playbooks and how to guides for the Sales, BI, IT using Microsoft Word, Visio, Adobe Acrobat, PowerPoint and Snagit.
- Review the operational techniques and activities that are used to fulfill requirements of day to day procedures and content.
- Developed or maintain templates for documents.
- Edited, re-wrote, and created new technical documents for content in multiple Business Unit's Policies and Procedures.
- Work closely with PMO, COEs, stakeholders on various projects and collaborate with other subject matter experts to collect and interpret input from strategy, marketing, IT, BI or other departments ensuring accuracy and completeness of technical documentation.
- Explained technical ideas in user friendly language.
- Gathered information on specific subjects from existing documentation.
- Identified user needs, use cases, and metrics to focus priorities.
- Review and recommend improvements or changes in scope, format, and contents for existing documentations and training materials.
- Partner with learning development to upload approved documents to ChenMed's knowledge library (SharePoint).
- Liaise with BI and IT staff to ensure quality, timeliness, and efficiency of technical document updates.
- Attend project meetings to remain up-to-date with project's timeline to be communicated to.
- Upon evaluation of project initiative and familiarization with project technologies and production methods, created training materials s based upon training needs.

01/1999 to 01/2016

Training Documentation Analyst/ Developer Pae Government Services Inc I/4 Lompoc, CA

- Studied information and perfectly explained mechanism, elimination, formation, and protection of all handset hardware to determine most effective training strategies, methods, materials to be created for training needed (i.e., creation of training manuals, handouts, job aides, presentations, ticker updates, announcements, quizzes, activities etc.) sent to 13,000 company employees.
- Created, edited, and maintained technical implementation and training documentation for procedural user and application documentation.
- Documented engineering processes and specifications for software development lifecycle, product delivery, and product and patch releases.
- Wrote, edited, produce, and maintain on-line documentation.
- Create, edited, and maintained installation documentation for test cycle audits per software development and QA build calendar.
- Collaborated with instructional designers to design, develop, and delivered end-user training curriculum and class materials for training module presentation.
- Developed documentation project plans, documentation impact analyses and documentation scope.
- Collaborated with programmers and other subject matter experts to collect and interpret input from strategy, marketing, IT or other departments ensuring accuracy and completeness of technical documentation.
- Researched and evaluated documentation tools and methods; documented and improved documentation processes.
- Provided presentations and training to department and intra-company group personnel.
- Trained and mentor junior level writers and provided informational assistance on ongoing basis.
- Used variety of multimedia formats to convey information in such a way that complex concepts could be understood easily by users of information.
- Met with department heads to facilitate statistical reporting identifying quality monitoring results by individuals, team and department.

- Examined from different resource equipment together with engineering drawings, wiring diagrams, etc.

Script Writer

- Led team of employees during specific projects, and delegated responsibilities where appropriate based on their abilities and potentials.
- Acted as Quality Assurance Tester - Performed Functional Testing, System Testing, Regression Testing, Migration Testing, and assisted with User Acceptance Testing.
- Created Test Plans, Test Cases and Test Scripts for pass to production requests.
- Attended weekly QA meetings with local teams and off-shore teams using Web-Ex.
- Prepared documentation for production technical support.
- Used Clarity PPM for weekly Timesheet entry.
- Fixed and tracked Scripts and Training Material related issues, with responsibility for timely documentation, escalation, resolution and closure of trouble tickets.
- Monitored and responded to questions regarding systems and processes from Customer Care Representatives via e-mail portal.
- Used company's set language, contents and formats standards to create, audit, and test new and existing Web/IVR/PBX/WebCSR/Speech/Handset/ Mobile Complete/CMS scripts(English and/or Spanish) for new initiatives and projects.
- Reviewed and recommended improvements or changes in scope, format, and contents for existing Web/IVR/PBX/WebCSR/Speech/Handset/ Mobile Complete/CMS scripts (English and/or Spanish).
- Updated all validated recommendations for current scripts in all system flows, maintained records and files of scripts, and entered scripts directly into Content tools used by department.
- Attended project meetings to remain up-to-date with project's timeline to be communicated to Technical Communications Writing Team (also known as Script Team), and participated in User Acceptance Testing (UAT) for project releases to ensure that all defects are addressed in a timely manner.
- Upon evaluation of BAU/Project initiative and familiarization with project technologies and production methods, created training materials s based upon training needs for Customer Care Representatives.

Education and Training

Bachelor of Arts (BA) : Communications Technical and Business Communications Berry College 1/4 City , State Communications Technical and Business Communications

Bachelor of Arts (BA) : Psychology Computer Information Systems Florida International University 1/4 City , State Psychology Computer Information Systems

Associate of Arts (AA) : Psychology Broward College 1/4 City , State Psychology

Data / Microcomputer / Secretarial Certification The Academy Of Commerce and Technical Studies, Bridgetown, Barbados Certification in Leadership Level I & II Certification in Business Writing TracFone University 1/4 City , State

Skills

Adobe Acrobat, Adobe Illustrator, Adobe Photoshop, AP, BI, Business Writing, CMS, hardware, content, content management, Customer Care, DATABASES, delivery, Document Design, documentation, Macromedia Dreamweaver, Editing, e-mail, English, focus, Adobe Frame Maker, Microsoft FrontPage, Functional, Adobe GoLive, Graphics, HTML, Instructional Design, IVR, layout, Leadership, Team Leadership, marketing, materials, meetings, mentor, MS Access, MS Excel, Excel, Microsoft Office, Office, MS Outlook, MS PowerPoint, PowerPoint, MS Publisher, Microsoft SharePoint, SharePoint, Windows 7, Windows, Windows 8.1, MS Word, Microsoft Word, Migration, multimedia, Operating Systems, PBX, personnel, Policies, Presentations, Problem Solving, processes, project plans, quality, QA, Quality Assurance, reporting, Sales, Script Writing, Secretarial, Scripts, Script, software development, Spanish, Speech, SQL, strategy, technical support, user training, technical documentation, training materials, training manuals, Training Material, Troubleshooting, VPN, Visio, wiring diagrams