

Megan A. Teubner-Foster

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Education

FULL STACK WEB DEVELOPMENT CERTIFICATION | MARCH 2022 | UNIVERSITY OF WASHINGTON

TECHNICAL WRITING CERTIFICATION | OCTOBER 2019 | BELLEVUE COLLEGE

GOOGLE ANALYTICS FOR BEGINNERS CERTIFICATION | MAY 2019 | GOOGLE

ITIL FOUNDATION CERTIFICATION | MARCH 2018 | THOUGHTROCK

ASSOCIATES IN ARTS | MAY 2013 | LINCOLN LAND COMMUNITY COLLEGE

Experience

CONTENT PROJECT MANAGER | MACKIN TALENT | AUG 2019-PRESENT

- Contract position at Facebook Reality Labs (FRL)
- Identifies audiences and communication channels for different teams across the FRL Team Ops org, and tailors messaging with appropriate tone and content
- Ensures consistency across communications to strengthen the organization's brand and voice
- Monitors internal social pages for employee sentiment, comments, and questions about Operations team projects
- Works in a variety of communications platforms including social media, emails, video, Wiki, digital signage, and more
- Designs presentations for internal use including executive meetings, onboarding, and orientation
- Designs and maintains Wiki pages for multiple teams within the FRL organization
- Creates a quarterly communication summarizing team progress and upcoming projects
- Creates and maintains newsletter templates for multiple teams across the FRL Team Ops org
- Collaborates with graphic designers to ensure consistent branding across the organization
- Accurately estimates the time and complexity of projects to turn ideas into documentation
- Analyzes current communication and documentation trends within the organization and creates actionable plans and projects to improve processes

TECHNICAL WRITER | SECURITAS SECURITY SERVICES USA, INC | JUN 2018-JUN 2019

- Managed service position at Microsoft
- Collaborated with document owners, stakeholders, and subject matter experts (SMEs) to research, develop, and document content and instructions that were accurate and easy to understand
- Performed copy editing to ensure consistency in formatting, style, grammar, punctuation, and spelling
- Assisted with preparation of design documents, presentations, communications, reports, training, manuals, user guides, job aids, baseline documents, and Standard Operating Procedures (SOPs)
- Managed assigned projects using documented processes and delivered on schedule
- Provided timely project status reports to clients and managers
- Participated in project teams and drafted documentation related to projects
- Provided peer reviews and drove consistency by crosschecking content across organization documents
- Maintained a "customer service" approach to problem solving

COMMUNICATIONS MANAGER | INSIGHT GLOBAL | DEC 2016-MAY 2018

- Managed service position at Microsoft
- Facilitated technical control bridges for major service incidents involving Dynamics 365, Dynamics 365 for Business, Dynamics Marketing, LCS, Social Engagement, and Parature
- Communicated real time incident updates to customers and internal stakeholders via Office 365 Service Health Dashboard and external emails
- Developed customer-facing Post Incident Reports (PIRs)

- Audited quality of communications
- Trained new hires
- Sole Technical Writer for the Dynamics 365 Communications Team
- Worked with stakeholders and subject matter experts (SMEs) on new and existing content
- Created and deployed documentation for Dynamics 365 Communications team training, processes, and policies, addressing chronic information gaps and process failures
- Conducted regular documentation scrubs

KNOWLEDGE MANAGEMENT SPECIALIST | TEKSYSTEMS | JUL 2015-DEC 2016

- Managed service position at Microsoft
- Served as Knowledge Management Specialist for the Buy: Devices Tier 3 Team and the Intake Quality Team
- Reviewed and edited items intended for review by the Change Advisory Board
- Created and deployed documentation for Xbox, Surface, Band and MMO hardware for the Intake Quality team, the Tier 3 Buy: Devices Team, the Xbox Tier 1 Offline Team, and Surface Super User Team
- Worked closely with the SharePoint design team to improve organization resources
- Conducted regular documentation scrubs
- Created organization-wide documentation
- Edited peer articles to ensure technical writing basics were met and exceeded
- Triaged change request, and miscellaneous special projects on behalf of team members

TIER 3 XBOX GLOBAL ESCALATIONS ANALYST | TEKSYSTEMS | OCT 2014-JUL 2015

- Managed service position at Microsoft
- Trusted with sensitive customer information
- Resolved Tier 3 Hardware, Password Reset and Commerce escalations for Xbox 360 and Xbox One customers
- Resolved Tier 3 Surface escalations
- Communicated with the Service Center to ensure timely repairs and shipping of products to customers
- Identified fraudulent activity and escalated issues to appropriate teams

RECEPTIONIST | NOVITEX | JUN 2014-AUG 2014

- Managed service position at Microsoft
- Maintained highest levels of customer service while demonstrating a friendly and cooperative attitude
- Checked in visitors and registered their vehicles
- Effectively addressed and resolved client and customer concerns and complaints
- Performed data entry and word processing using Microsoft Word
- Kept statistical data on services provided
- Maintained all logs and reported documentation with attention to detail

XBOX QUALITY FOCUSED ESCALATION TEAM ANALYST | TEKSYSTEMS | APR 2014-MAY 2014

- Contract position at Microsoft
- Trusted with sensitive customer information
- Resolved Tier 3 Live Tech and Hardware escalations for Xbox 360 and Xbox One customers
- Tested and verified documents created to assist Tier 3 agents
- Communicated with the Service Center to ensure timely repairs and shipping of products to customers
- Identified fraudulent activity and escalated issues to appropriate teams