**BOBBIE BASS**

Cordova, TN 38016 901-734-4442 Bmbtn17@gmail.com

**SUMMARY**:

Experienced Business Analyst / Technical Writer for information security, transportation systems, online digital marketing, networks and infrastructure, hardware, software, finance, travel, background screening, PeopleSoft AR/AP, inventory management, hotel management, telecommunications, satellite hubs, help desks and HP Service Manager Knowledge Base.

Documented and tested for quality, training procedures and presentations, processes and procedures, definition documents, business requirements, user acceptance training, infrastructure drawings, process flows, PeopleSoft AR/AP, ISO9001 compliance, and knowledge management articles.

Outstanding communication and interpersonal skills both written and verbal, with proven ability to bridge the gap between technical and non-technical personnel in fast paced environments.

Extensive project management experience, streamlining processes, defining budgets, cost accounting, procurement, expediting, contract administration and negotiation, scheduling and coordination of deliverables, and AR/AP.

**EXPERIENCE**:

**FedEx Collierville, TN Field Network Support - Field Network Planning Aug 2016 - Feb 2017**

Scheduled and tracked circuit and hardware installations for FedEx sites nationwide. Documented and streamlined processes and procedures. Analyzed and reconciled Cisco router and switches database to FedEx Network Database. Created presentations and emails for distribution to Managers / Directors.

**Memphis Transit Authority, Memphis, TN Technical Writer - Trolley Operations Mar 2016 - June 2016**

Documented procedures to safely operate, inspect and maintain Trolley’s.

**FedEx Collierville, TN Technical Writer / Business Analyst - Online Digital Marketing Dec 2014 - Oct 2015**

Documented and tested FedEx Ship, created business requirements, definition documents, processes and procedures and process flows for use by Developers on future enhancements. Owner of Enterprise Access Controls and Integration SharePoint.

**Service Master, Memphis, TN Security Analyst - Access Management Apr 2014 - Jun 2014**

Supported user security access in Remedy and JDE Solutions (systems) within the enterprise.

**Service Master, Memphis, TN Inventory Analyst - Inventory Management Dec 2013 - Feb 2014**

Analyzed Inventory System to locate lost handheld devices and to eliminate excess inventory. Located a half of a million dollars in missing inventory and diagnosed process discrepancies, and software issues within Inventory Management Tracking System.

**FedEx Collierville, TN Sr. Business Analyst / Technical Lead - Information Security Data Protection / Project Management Sep 2012 - May 2013**

Supported FedEx users in fast paced environment of network vulnerability and detection system incidents. Tested system, reported issues and recommended enhancements to Developers. Documented procedures, training presentations and status reports for distribution to V.P.’s, Directors and Managers. Decreased calls to Encryption help desk by enhancing procedures.

**Smith and Nephew Memphis, TN Technical Writer - Network Engineering Jul 2012 - Dec 2012**

Inventoried and located circuits to disconnect, processed disconnections, created database of worldwide circuits and infrastructure diagrams and maintained SharePoint.

**Nike Memphis, TN Technical Writer - Network Engineering Jan 2012 - Jul 2012**

Created network infrastructure diagrams, documented procedures and created Wiki’s for Avaya Telephones and Kronos Time and Attendance system, and maintained SharePoint.

**Dell Nashville, TN Sr. Knowledge Base Analyst - Boeing Enterprise Help Desk Apr 2011 - Dec 2011**

Knowledge Analyst / Technical Writer for Transition Team during fast paced implementation of Boeing's Enterprise Help Desk transition to Dell. Participated in daily status meetings, identified gaps in knowledge base, documented training presentations and procedures for help desk agents and knowledge base. Decreased call handle time by recommending enhancements.

**Hewlett Packard, Colorado Springs, CO Technical Writer - Network Engineering May 2009 - Sep 2009**

Supported Project Managers and Network Engineers with the creation and revision of configuration documents, project plans, Enterprise IT and VOIP components, Cisco routers and switch diagrams.

**Verified Person Memphis, TN Technical Writer - Software Engineering Apr 2007 - Jun 2008**

Documented procedures, business requirements, specifications, change requests and internet training presentations. Tested and verified bug fixes. Responded to RFP’s from potential clients.

**FedEx Collierville, TN Technical Writer - Network Business Solutions Jan 2006 - Dec 2006**

Documented network engineering procedures for ISO9001 compliance project. Worked closely with Director by creating database for FedEx Charity and facilitated team building event to benefit children in LeBonheur.

**Luminetx Memphis, TN Technical Writer - Network Engineering Sep 2005 - Jan 2006**

Modified engineering drawings and documented procedures of new medical device “Vein Viewer”. Facilitated RFP’s from potential vendors for company.

**Harrah’s Memphis, TN VP’s Assistant - Design and Construction Oct 2004 - Oct 2005**

Provided project management support for the design and construction of hotels and casinos.

**FedEx Memphis, TN Technical Writer - Worldwide Finance and Global Travel Jul 2002 - Jul 2004**

Supported PM’s with the implementation of five worldwide Shared Service Centers by extrapolating and creating summaries and presentations of worldwide accounting procedures. Tested and revised International Accounting and Collection procedures. Supported the transition of Latin American AR/AP from Miami to Memphis by meeting with users, documenting PeopleSoft AR/AP processes and pay cycles, and training new employees. Negotiated rates for yearly updates to Global Travel database and located venues and negotiated contracts for special events for the company.

**Holiday Inns, Promus Corporation, Harrah’s Casino’s and Hilton Hotels Memphis, TN 1983 - 2002**

Network Operations - Help Desk

Network Specialist - Engineering and Operations

Technical Writer / Training Specialist - Training and Development

Project Coordinator - Design and Construction

**EDUCATION**:

Christian Brothers University 1989 - 1990 Communications

University of Memphis 1991 - 1992 Communications

Southwest TN Community College 1992 - 1995 Information Technology

**CERTIFICATIONS AND TRAINING:**

Quality Driven Management - FedEx Collierville, TN

ITIL - Dell Nashville, TN

Web Master - New Horizons Computer Learning Center Memphis, TN

Fundamentals of Data Communications - Christian Brothers University Memphis, TN

Introduction to Local Area Networks - Christian Brothers University Memphis, TN

The Technical Manager - Christian Brothers University Memphis, TN

Effective Business Communications - Christian Brothers University Memphis, TN

Satellite Operations - Hughes Network Systems Gaithersburg, MD

Project Management Basics - American Management Association Memphis, TN

Primavera Project Planning - Evan’s Technologies Orlando, FL

Effective Speaking and Human Relations - Dale Carnegie Memphis, TN

Developing Effective Computer Documentation - Information Mapping Memphis, TN

**SOFTWARE**:

MS Office, Project, Visio, Front Page

People Soft, AR/AP, Procurement

Primavera Project Management and Contract Control

Adobe PhotoShop, Pagemaker,

Kronos Time and Attendance

HTML

PHP