

## SUMMARY

Strong competencies in Technical Writing, Business Analysis, and Quality Assurance. Self-motivated, detail-oriented organizer with proven ability to manage diverse teams, multiple projects, and tight deadlines. Effective in developing innovative knowledge transfer for both customers and internal employee training. Over eighteen years' experience writing technical documentation, specializing in both engineering and customer-facing materials. Over ten years' experience as Analyst in fields including manufacturing software, complex order management, and digital asset management.

## WORK EXPERIENCE

### **Senior Business Systems Analyst** **Dec 2014 – present** **L.A. Care Health Plan (Los Angeles, CA)**

Analyze and document business and functional requirements, working with business partners and developers. Coordinate development teams to complete delivery of projects on schedule. Manage SDLC from requirements to implementation.

Accomplishments:

- ◆ Coordinated Service Requests for Care Management team, greatly reducing time to implementation.
- ◆ Continued Production Support of Pharmacy Transition, providing legacy knowledge support across teams.

### **IT Documentation Specialist (Contractor)** **Apr 2014 – Dec 2014** **L.A. Care Health Plan (Los Angeles, CA)**

Documented large-scale complex business applications, including functional specifications, business rules, and business processes. Developed and edited technical documentation for extensive system upgrades and project management process tracking. Create process flow documentation for legacy healthcare eligibility processing. Accomplishments:

- ◆ Created and maintained a Data Dictionary complete with metadata, table relationships, and custom application within the healthcare industry.
- ◆ Managed documentation of major vendor implementation with Pharmacy Benefits Manager (PBM) across business requirements, workgroups, and technical implementation tracking, supporting lead Project Managers.

### **Tech Writer / Enterprise Content Management (ECM) Specialist (Contractor)** **Apr 2013 – Mar 2014** **(mt) Media Temple (Culver City, CA)**

Developed and edited Technical Documentation for engineering architecture, business workflows, and customer service. Conducted Quality Assurance reviews of new UX reskin of corporate website. Updated customer-facing Knowledge Base reference materials. Supported software engineers, product managers, and engineering executives. Accomplishments:

- ◆ Edited and managed Confluence wiki libraries for engineering architecture and process documentation
- ◆ Established style guide and documentation standards improvements and consistency innovations

### **Technical Writer (Contractor)** **Jun 2012 – Feb 2013** **Wilshire Axon (Westwood, CA)**

Developed and edited Technical Documentation for software releases, administrative support platforms, API references, and customer interfaces. Documented product lifecycle workflows and business processes. Supported software engineers, product managers, and creative designers. Accomplishments:

- ◆ Created four user guides and training materials for digital solutions, including volumes over 200 pages
- ◆ Managed Confluence wiki documentation libraries for both internal and external customers
- ◆ Established style guide and documentation standards improvements and consistency innovations

### **Business Analyst, Project Manager, and Documentation Specialist** **Jul 2011 – Jun 2012** **Altametrics (Costa Mesa, CA)**

Developed and edited technical product requirements for software releases, defining and documenting business process impacts as well as systems used in support of operations. Documented software requirements, quality assurance testing procedures, and metadata. Project Coordinator for client implementation. Accomplishments:

- ◆ Conducted Quality Assurance tests, developed UAT test cases
- ◆ Created corporate style guide and documentation standards
- ◆ Supported project management, sales presentations, and training engineering staff

**Technical Writer, Training Development, Quality Assurance (Contractor)** Jun 2008 – Jun 2011  
**JPL (NASA) (Pasadena, CA)**

Created user documentation and training materials for in-house software. Documented software release features and product requirements. Customized implementations of digital asset management systems and SharePoint UI. Authored Software Requirements documentation, QA Use Cases. Produced and recorded training videos. Accomplishments:

- ◆ Managed and edited updated Confluence wiki documentation for engineers and developers
- ◆ Collaborated on UX (user experience) evaluations of software development

**Technical Writer (Contractor)** Nov 2007 – May 2008  
**Tandberg Television (El Segundo, CA)**

Created user documentation and software installation procedures based on company standards and templates. Accomplishments:

- ◆ Expanded user documentation from 3 to 7 volumes, per software release
- ◆ Upgraded documentation for 4 new software version releases
- ◆ Created new Training documentation for standard users, implementation technicians, and developers

**Business Analyst (Contractor)** Aug 2006 – Sep 2007  
**NMCI Contract, Naval Weapons Station (Seal Beach, CA)**

Administered contract change requests for Regional and Project Managers. Maintained tracking and reporting systems. Coordinated contract order updates with customers and managers. Accomplishments:

- ◆ Established process tracking for hundreds of change requests
- ◆ Reduced backlog and reduced contract variances, improved data accuracy

**Senior Courseware Developer** Mar 2005 – Jul 2006  
**Wonderware Inc. (Lake Forest, CA)**

Developed technical training materials for instructors and students. Designed Certified Training Provider exams for training materials. Developed online training tutorials for introductory software training. Accomplishments:

- ◆ Managed multiple versions and revisions of over a dozen titles
- ◆ Created process-flow visual documentation

**NMCI Contract – Two Locations** Oct 2002 – Mar 2005  
**Site Data Analyst, Lead (Contractor)**  
**Camp Pendleton (Oceanside, CA)**

Processed order data from government for new computers for Marine Corps. Scheduled deployment, tracked completed delivery, produced reports for audits, billing, and reconciliation. Trained and lead a team of analysts, establishing process documentation and standards. Accomplishments:

- ◆ Created new delivery procedures and documentation, adopted by national contract enterprise
- ◆ Established tracking for entire base: tracking over 70 annual POs and more than 14,000 computers
- ◆ Supported rapid implementation of schedules, making Camp Pendleton fastest USMC site on contract

**Training Coordinator (Contractor)**  
**Point Mugu (Point Mugu, CA)**

Delivered end-user training for new computer network. Conducted audit of delivered assets and reporting for operational support. Processed security and project documentation. Accomplishments:

- ◆ Updated technical training materials, adopted as standard for entire contract
- ◆ Innovated tracking process and monthly billing reviews, reducing invoice rejections more than 90%
- ◆ Established tracking for all security paperwork, drastically increasing site security and rapidly improving process time for contractors

**Courseware Developer and Publishing Coordinator** Jun 1998 – Aug 2002  
**QAD, Inc. (Carpinteria, CA)**

Developed slides for instructors and technical training materials for students. Produced finished print-to-order materials. Conducted final edits of materials produced by other developers. Accomplishments:

- ◆ Significantly reduced time-to-completion for training materials by establishing templates and standards.
- ◆ Trained and implemented standards with more than 20 developers and instructors.
- ◆ Designed, implemented, and maintained tracking database for over 150 training materials.

## EDUCATION

University of California, Santa Barbara. Bachelor of Arts in Linguistics, 1993

## SKILLS

MS Word, Excel, PowerPoint, Project, Access, Visio, Confluence, JIRA, HP Quality Center, Bugzilla, Outlook, Lotus Notes, SharePoint, FrameMaker, HTML, CSS, PHP, Paint Shop Pro, Photoshop, Acrobat.

## OTHER

- ◆ Federal (DoD) Secret Security Clearance (most recently active in 2011)
- ◆ Over eighteen years' experience designing and maintaining several websites for non-profit organizations