

# Leslie Nicole Harmon, M.S. Instructional Design and Technology

140 Solomon Drive | Ellenwood, GA | Mobile: 404.797.3440

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## INSTRUCTIONAL DESIGNER | TECHNICAL WRITER

### PROFESSIONAL PROFILE

- Seasoned technical writer designing and delivering comprehensive best practice enterprise, and procedural documentation for WATERFALL, and Agile development methodologies.
- Skilled at conducting effective needs analysis to deliver comprehensive instructional plans using the ADDIE model.
- Proficient in the application of adult learning theories.
- Proven ability to work effectively with all levels of management, technical staff, business clients and users.
- Recognized as a champion in establishing strategic business relationships with key management and organizational leaders to campaign a successful delivery and evaluation.

#### Core Competencies

Learning Strategies

ADDIE Model

Classroom Facilitation

Project Management

Communication Planning

eLearning

Storyboarding

Adult Learning Theories

Asynchronous and Synchronous learning

SharePoint Site Administrator

#### Tools and Domain Knowledge

Adobe Captivate

Articulate Storyline

Microsoft Office Suite

MS Visio

TechSmith SnagIt

Blackboard CourseSites

Camtasia

Cloud Computing

SharePoint 365

RoboHelp

JIRA

Web Ex

Audacity

Atlassian Confluence

HTML

## PROFESSIONAL EXPERIENCE

**Collabera at Truist Financial Services IT Consultant**

**09/2019 – Present  
Atlanta, GA**

**Communications Analyst** supporting the Enterprise Data Governance organization at **Truist Financial Services** (formerly SunTrust Bank). Tools used include, but are not limited to Microsoft Office suite, SnagIt, and Visio.

- Create training modules for the Enterprise Data Governance organization to support the Data Governance initiative and privacy policies.
- Work closely with the Product and Business owners to obtain process and business knowledge.

**DISYS at Mercedes-Benz**

**IT Consultant**

**04/2019 – 09/2019  
Atlanta, GA**

**Senior Technical Writer** supported the **IT Infrastructure Middleware** team at **Mercedes-Benz Headquarters**. Created disaster recovery, patch management, and process documentation to support the requirement of an internal audit. Tools used include, but were not limited to Microsoft Office suite, Google Apps, Paint 3D, SnagIt, and Visio.

- Created Disaster Recovery and Fix Pack update procedures for the Infrastructure Middleware team.
- Commended for contributing to the success of the documentation audit re-evaluation for the Infrastructure Middleware team.

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## Cooper-Ward Consulting

## IT Consultant – Instructional Designer / Learning Analyst

01/2019 – 4/2019  
Atlanta, GA

Instructional Designer /Content Developer creating engaging training solutions as well as facilitate Instructor Led training courses.

- Conducted needs and task analysis to determine the need for a training intervention.
- Created engaging eLearning courses that align with the adult learning theories.
- Facilitated ILT for diverse client audiences.
- Created story boards that align with the instructional objectives.
- Increased knowledge base of the user community by 45% with the implementation of an eLearning course.

## Knowledge Management Content Developer Cox Communications 8/2017 – 12/2018

### – Technical Writer

Content Developer / Technical Writer serving as Lead Technical Writer coordinating communication, training and documentation needs for the Cox Business Enablement team. Tools used include, but are not limited to Microsoft Office suite, Articulate Storyline, KEY Solutions Manager, Visio, SharePoint 365 iGrafx and proprietary CRM tools.

- Collaborated with the Business Analyst's (BA), SME's and Product Managers to determine the business need for the CRM documentation (Sales and Order Management).
- Created storyboards detailing the design and navigation of the eLearning courses.
- Worked closely with the Stakeholders and Product Managers to obtain the deliverable objective, and obtain key knowledge pertaining to the business processes.
- Created knowledge-based articles for the Order Management staff using KEY Solutions Manager.
- Create Methods and Procedures, FAQ's and Quick Reference Guides for the Sales and Order Management resources.
- Created communication plans identifying user needs, training objectives, and storyboard to demonstrate an engaging experience for the audience.
- SharePoint Site Administrator for CB Enablement.

## Instructional Designer/Project Manager Cooper-Ward Consulting 6/2016 – 8/2017

Instructional Designer proficient at designing and creating engaging instructional modules for diverse business sectors. Tools used include, but are not limited to Microsoft Office suite, Adobe Captivate 8, Articulate Storyline 2, Visio, PowerPoint, Camtasia, and Blackboard CourseSites (LMS), Lotus Notes.

- Conducted needs analysis to determine the necessity for a training intervention
- Created performance and learning objectives using Bloom's Taxonomy and the ABCD (Audience, Behavior, Conditions, and Degree) method
- Created instructional plans applying the ADDIE model
- Implemented instructional modules on CourseSites
- Created business continuity and disaster recovery framework for a SaaS organization
- Designed and developed eLearning training modules in a CRM platform
- Implemented an IT Technical systems support protocol for Network technicians to reduce the number of open tickets in Cherwell

## IT Consultant/Business Analyst

## SunTrust Bank

3/2016 – 6/2016

Business Process Analyst supporting the IT Asset Management team identify gaps in the software asset management process.

## Technical Writer/Project Coordinator

## Fiserv

8/2015 – 12/2015

Demonstrated effective project management and leadership skills in the facilitation of a corporate-wide move to a new in-state facility.

- Facilitated WebEx meetings to identify IT lab build requirements for physical, network and telecom requirements needed at the new facility
- Documented process workflows for the Enterprise Technology Group (ETG) support products using Visio

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- Worked closely with Operations and Infrastructure engineers to create incident management process documentation and disaster recovery plans

## **Technical Writer/Instructional Designer      GA Department of Education (DOE)      9/2014 – 7/2015**

Provide application support documentation for DOE assessment applications in an Agile environment on a Cloud computing platform.

- Coordinated and facilitated meetings with Business Analyst and Software Engineers to gather application functionality and business knowledge
- Created multi-media learning tutorials to support the client's knowledge of the software application
- Designed and created webinar presentations for applications on the Georgia DOE portal using PowerPoint and Snagit

## **Learning Analyst/Process Analyst      AustinCSI      10/2013 – 8/2014**

Learning Analyst designed and created digital training classes for the DET community.

- Extensive use of **content management** system (Confluence and SharePoint) to develop and store learning content
- Created video training courses for the Wiki using PowerPoint and Camtasia
- Conducted ongoing formative assessments to manage design and content changes
- Edited learning content for grammar, presentation and adherence to style guidelines

Process Analyst supporting the AT&T Digital Experience Technology (DET) organization examine cross-functional team business processes in an Agile environment.

- Facilitated Web-Ex business process meetings across a multi-region digital telecom footprint
- Coordinated and facilitated knowledge gathering sessions with process owners, stakeholders, and the business and IT teams to define and document the current business processes and produce cross-functional process diagrams using Visio

## **Technical Writer      RIB US Cost      11/2012 – 9/2013**

Principal Technical Writer supporting the Software Engineering group to deliver base product and customized Cost Management and Estimating software to a global community.

- Created Quick Start Guides, video tutorials, context online Help, as well as created QA test scripts for a Cost Management Estimating software product. Tools used include but are not limited to Camtasia, **RoboHelp 10**, Dreamweaver, Visual Studio and Microsoft Office suite
- Recognized for proficiency in video editing the Camtasia project files, conducted content, grammar and style adherence reviews for the online Help and technical documentation
- Facilitated information gathering sessions with Software Engineers, QA Analysts and Sales Professionals to obtain product knowledge

## EDUCATION

- MS in Instructional Design and Technology      Walden University, October 2016
- BA in Political Science      Hofstra University, Hempstead, NY

## PROFESSIONAL ASSOCIATIONS

- Golden Key International Honor Society – Walden University 2015