

# Leslie Nicole Harmon

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## SUMMARY

**Technical Writer / Business Process Analyst** highly proficient in analysis and information gathering to produce business requirements, system documentation, Methods and Procedures, FAQ's, Job-aids, product documentation, **enterprise infrastructure** documentation, disaster recovery plans, technical specifications, implementation plans, training manuals, end-user manuals, business process flows, web documentation, online Help, use cases, test plans, user stories and test cases. Project Coordinator with excellent written, verbal and communication skills. Recognized for ability to quickly adapt to change. Possess solid business and technical skills and have demonstrated the ability to learn recent technologies as roles require.

### Expertise includes

- SharePoint 365
- Infrastructure Technology
- Persuasive communication and analytical skills
- Disaster Recovery Plans
- Wireframes / Storyboarding
- MS Office / Visio
- Project Coordinator
- Oracle
- JIRA / Confluence
- Content Management

## TECHNICAL SKILLS

**Tools:** Microsoft Office, Microsoft Project, SharePoint 365, Adobe Captivate, Articulate Storyline 360, SnagIt, RoboHelp, Visio, Wiki's, Paintshop Pro, KEY Solutions Manager, Google Apps, Adobe Dreamweaver, FrameMaker, Skype, WebEx, Visual Studio, Live Meeting, Atlassian Confluence, KompoZer, Gimp, Jing, Canva, Audacity

**Platforms:** Microsoft Windows Desktop, UNIX, J2EE, MVS/XA, Citrix, .NET, CRM

**Languages/Software:** Java, OLAP, JCL, Business Objects, Cobol, PL1, ETL, HTML

**Databases:** Essbase, Oracle, Access

**Additional:** ADDIE, UML, RUP, Enterprise Infrastructure, Business Intelligence, Agile - Scrum, Information Mapping, Adult Learning Theories

## PROFESSIONAL EXPERIENCE

### Pyramid Consulting at Cox Communications

### Content Admin – IT Consultant

**11/2020 – Present  
Atlanta, GA**

Content Admin highly proficient in the development of concise knowledge-based articles to support the Client Care team respond to business and residential customer inquiries. Tools used to create the content include, but are not limited to Microsoft Office suite, Upland RightAnswers, HTML, Adobe Dreamweaver, SnagIt, and Visio.

- Reduced client care agent support feedback by 15% over a 3-month period
- Work closely with the subject matter experts and Business owners to obtain process and business knowledge.

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**Collabera at Truist Financial Services      Content Developer – IT Consultant      09/2019 – 9/2020  
Atlanta, GA**

Supported the Enterprise Data Governance organization at **Truist Financial Services** (formerly SunTrust Bank). Tools used include, but are not limited to Microsoft Office suite, Articulate 360, SnagIt, and Visio.

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

**DISYS at Mercedes-Benz Headquarters      Senior Technical Writer – IT Consultant      04/2019 – 09/2019  
Atlanta, GA**

Provided strategic documentation support to the **IT Infrastructure Middleware** team. 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.
- Worked closely with the business clients and SME's to understand the Enterprise business objective.
- Created workflow diagrams that align with the business processes.

**Cooper-Ward Consulting      Content Developer – IT Consultant      01/2019 – 03/2019  
Atlanta, GA**

- Designed and developed engaging training solutions for diverse client communities.
- Conducted needs and task analysis to determine the need for a training intervention.
- Created storyboards that align with the instructional objectives.

**Primus Software @ Cox      Knowledge Management Content      8/2017 – 12/2018  
Communication      Developer/Technical Writer      Atlanta, GA**

Served 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).
- Worked closely with Technical Engineers to develop CRM tutorials, install guides and playbooks.
- Created knowledge-based articles for the Order Management staff using KEY Solutions Manager.
- Created 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.
- Served as the SharePoint Site Administrator for CB Enablement.

**Cooper-Ward Consulting      Technical Writer – IT Consultant      6/2016 – 8/2017  
Atlanta, GA**

Served as a consultant for the following organizations: Radiant Health Solutions, Community Alert, **PowerPlan** and **Imerys**.

- Conducted analysis to document the current business process flow.
- Worked closely with the Network and IT Support Engineers to gather technical specifications.
- Created business continuity and disaster recovery framework documentation for a SaaS organization.
- Implemented an IT Technical systems support protocol for Network technicians to reduce the number of open tickets in Cherwell.

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- Conducted needs analysis, task analysis and defined instructional objectives.
- Developed and facilitated Instructor-led Training (ILT) training courses.
- Create storyboard design models to illustrate sequencing for the instructional module.

**SunTrust Bank** **Business Process Analyst – IT Consultant –** **3/2016 – 6/2016**  
**Atlanta, GA**

Supported the IT Asset Management team.

- Created Work Breakdown Structure (WBS) to identify and organize the activities required to complete the project.
- Conducted knowledge gathering sessions with the SME's and stakeholders to obtain the As-Is business asset management workflow process.
- Created process diagrams to illustrate the As-Is and the To-Be business workflow processes.
- Created user stories to identify the feature descriptions for the IT asset manager.
- Analyzed the service management workflow process and recommend process improvements.

**Insight Global at Coca-Cola** **Business Process Analyst Technical Writer –** **11/2015 – 12/2015**  
**IT Consultant** **Atlanta, GA**

Supported the Enterprise Architecture (EA) team. Conducted current state architectural analysis and made recommendations to support the development of the reference architecture for the Internet of Things (IoT) network using a Cloud based platform.

**Veredus Corporation at Fiserv** **Project Coordinator/Technical Writer – IT** **8/2015 – 11/2015**  
**Consultant** **Alpharetta, GA**

Supported the Enterprise Technology Group (ETG), serving as the Business Process Improvement Coordinator.

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.
- Worked closely with the Operations and Infrastructure engineers to create Incident Management Process documentation, and disaster recovery plans.

**ACS Group / COMFORCE at Georgia** **Technical Writer/Instructional Designer – IT** **9/2014 – 7/2015**  
**Department of Education (DOE)** **Consultant** **Atlanta, GA**

Supported the Office of Technology Services (OTS) – Software Development team. Designed and created training videos for the school districts and educators in support of the statewide student assessment system. Streamlined training for a statewide attendance tracking and enrollment system in support of Federal funding requirements. Tools used include, but are not limited to Microsoft Office suite, SnagIt, and Visio.

- Designed and created synchronous webinar presentations for the statewide assessment system using PowerPoint and SnagIt.
- Created and edited training videos to support educators' knowledge acquisition of the student assessment system using Camtasia.

**AustinCSI at AT&T Digital Experience** **Learning Analyst/Process Analyst – IT** **10/2013 to 8/2014**  
**Technology (DET)** **Consultant** **Atlanta, GA**

Designed and created digital training classes for the DET community. Utilized ADDIE methodology to design and create training modules.

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

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- Created digital training courses for the Wiki using PowerPoint and Camtasia.
- Designed storyboards for digital content courses.
- Edited digital content for grammar, presentation and adherence to style guidelines.
- Extensive use of content management systems (**Confluence and SharePoint**) to develop and store digital content.

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

**ProEdit Inc. at RIB U.S. Cost and Cox Media**

**Technical Writer/Instructional Designer – IT Consultant**

**11/2012 –10/2013  
Atlanta, GA**

Supported 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 Help, and wrote 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.
- Supported the revision of the Knowledge Base articles in the **JIRA Issue Tracking** system for the Support Analyst community.

**TechOne at EARLY WARNING**

**Technical Writer – IT Consultant**

**09/2012 – 11/2012  
Scottsdale, AZ**

- Supported multiple projects while delivering enterprise infrastructure, build, design and release documents for a payment and verification, fraud detection and prevention application in an AGILE development environment.
- Extensive use of **Confluence** to develop and store digital content.

### **EDUCATION**

- M.S., Instructional Design and Technology, Walden University, October 2016
- B.A., Political Science, Hofstra University, Hempstead, NY

### **AWARDS**

Presidential Community Service Award – SunTrust Bank, 2012

### **PROFESSIONAL ASSOCIATIONS**

Golden Key International Honor Society – Walden University 2015