GWEN EPLEY

www.linkedin.com/in/GwenEpley

Kennesaw, GA

770-840-5634 – gwen.epley@gmail.com

TECHNICAL WRITER / DOCUMENTATION SPECIALIST

I deliver client satisfaction and productivity through exceptional documentation and team support; most recently in an Agile SDLC environment. I am an MS WORD expert looking for opportunity to gain significant experience documenting software and business processes with authoring tools such as Madcap Flare, Knowledge Management applications, Adobe creative suite, FrameMaker and MORE!

Let me translate the "Geek speak" into product documentation so your programmers don't have too. ☺

➤ **Energetic technical communications** professional with a record of achievement supporting IT teams in e-commerce, order fulfillment, payment processing and accounting products.

➤ **Software documentation expert** who produces high-quality user documentation including screenshots as needed.

➤ **Eager learner** who picks up new technologies quickly and interprets effectively for others.

➤ **Collaborative team player** who consults effectively and productively with IT staff.

Core competencies include:

Technical and Software Documentation; Technical Support; Payment Processing; Team Reviews; User Guides; Release Notes; Application Software Support; E-Commerce; Customer Service; Problem Solving; Accounting / Finance; User Training; MS Office; MS Word (Expert!); Camtasia Studio; SnagIt; Active listening and Interviewing; Team support,

PROFESSIONAL EXPERIENCE

RESOLVIT, LLC /SYNCHRONY FINANCIAL Stamford,CT/Alpharetta GA   Oct.2016-Nov.2016

TECHNICAL WRITER (Contract / Resolvit)

Review Treasury team "Reval" application process with project managers. Interview SMEs and users to determine application strengths and weakness, identifying work-arounds users find necessary. Existing documents reviewed for content to create new supplemental documentation incorporating entire application workflow and work-arounds identified. The result provided management and staff with implementation detail and shortcomings.

All content created using MS Word.

MATRIX/OTIS EDUCATION, Powder Springs, GA   Dec.2015-Jul.2016

TECHNICAL WRITER (Contract / Matrix)

Develop user document content for multiple software products in an Agile Development environment. Provide direction and assistance with content creation for data mining and student tracking application in the education sector. Attended training in MadCap Flare for moving all content to a Flare environment.

NEXVORTEX / VOCLARION, Alpharetta, GA   May 15, 2015-Jul 31, 2015

TECHNICAL WRITER (short term Contract Position)

Develop user documents for training new CSRs on VoIP PBX phone system technical support. Work with web dev staff to understand their needs for porting to web content.

CEDAR DOCUMENT TECHNOLOGIES Atlanta, GA   Dec. 18, 2014-Mar. 31, 2015

TECHNICAL WRITER (Three-Month Contract Position)

Develop user documents for the Cedar Document Electronic Invoice Presentment and Payment (EIPP) product in Microsoft Word and MarkupPad2. Collaborate with IT and subject matter experts (SMEs) on reviews. Gathered and organized information, and interviewed developers, project managers, and other experts.

FIRST DATA CORPORATION, Atlanta, GA   Sep. 10, 2012-Oct. 15, 2014

TECHNICAL WRITER (Compass platform)

Collaborate with SMEs to rebuild multiple 300+ page technical specification manuals to implement consistent styles and formats with MS WORD. I delivered manageable and branded documents. Spearheaded team reviews with SME's around the globe to update documents for new releases and organized suggestions for document improvements.

I additionally worked with mobile gateway team on API, XML and web services project documentation.

Published quarterly team newsletter in MS Publisher and created organizational charts for management in Visio.

Highlights

- ❖ Significantly reduced time to publish document updates with improved design.
- ❖ Commended by management for providing payment solutions documentation used and appreciated by clients, working well with developers, and meeting deadlines.

COLINEAR SYSTEMS, INC., Roswell, GA   Aug. 31, 1998-Mar. 31, 2012

SOFTWARE SUPPORT ANALYST, TRAINER, WRITER

Support businesses with ecommerce, order management and fulfillment software. Analyzed business processes to propose new or improve existing features. Collaborate with third-party strategic partners to resolve customer issues. Leverage Adobe FrameMaker and MS Word to create user documentation. Develop and deliver on-site technical training. Provide leadership and training to new team members. Support developers with testing, use cases, and scenarios.

Highlights

- ❖ Boosted productivity and client knowledge by building a library of documents to provide answers to specific questions along with additional information about the subject.
- ❖ Praised by client for delivering easy-to-understand on-site training for health care supplements distributor.

❖ Recognized by management for making mission-critical contributions in support, customer service, technical documentation, and training.

ADDITIONAL EXPERIENCE

Anderson, Hunt & Company CPAs   *1985-1998*

Network Administrator and Client Services Representative, Accounting
Served instrumentally as LAN administrator for a 25-employee CPA firm and provided desktop support. Support staff with data preparation requirements and application training.

WORK SAMPLE LINKS

WORD examples in pdf format: (native .docx files available upon request)
http://adlines.com/gwen/PA-DSS_implementation_guide.pdf
http://adlines.com/gwen/YourLinkedInProfileURL.pdf

WORD example of a 200+ page document:
http://adlines.com/gwen/Compass_Batch_example.pdf

MS Publisher example
http://adlines.com/gwen/CCNL2014MAR.pdf

Adobe FrameMaker example
http://adlines.com/gwen/Chapter_2_Inventory10x_Framemaker.pdf

EDUCATION

TECHNICAL WRITING
Kennesaw State University: I completed the Advanced Technical Writing Program at Kennesaw State University in 2010, learning how to write to the audience while leveraging tools and web technologies to build documentation, design for web and print media, create graphics and ensure consistent branding. Framemaker; Robohelp; Raster & Vector graphics

COMPUTER PROGRAMMING CERTIFICATE
Massey Business College

TECHNICAL BACKGROUND

Microsoft WORD Expert, Microsoft Office (Excel, PowerPoint, Outlook), Microsoft Visio, Microsoft Publisher, Adobe Captivate, Adobe Presenter, Adobe FrameMaker; Adobe RoboHelp, Raster & Vector Graphics Applications, WebPlus, DrawPlus, PagePlus, Screen Capture Software, SnagIt, Camtasia, SQL Server, HTML, XML