Leslie Smoot
Technical Writer

leslieesmoot@gmail.com • 706.315.5842
LinkedIn • Phenix City, AL
Portfolio: http://www.leslieesmoot.com

Objective

Versatile and detail-oriented technical writer with over 15 years of success in writing corporate content, including policy, process, procedure, and reference manuals, and many other types of documents. Proven strengths in researching and writing concise content to translate complex concepts into easily understandable information. Thrives in diverse work environments with a focus on productivity and excellence in all technical writing responsibilities. I am a dedicated and driven writer eager to apply my skills to help your company succeed.

Qualifications Summary

- Articulate communicator; known for streamlining the flow of information through written and verbal communication.
- Recognized for researching and gathering information to develop, organize, and write content, to include process, procedure, and reference guides; corporate policies and standards; product guides and technical specifications; standardized offering sheets; Portable Document Format (PDF) forms; job aids, frequently asked questions (FAQs) sheets, and internal information bulletins.
- Adept at using capturing and diagramming software to integrate images, process flows, and other diagrams into documents.
- Aptitude for quickly learning new software and tools and applying new processes.
- Ability to collaborate with subject experts and content owners in both domestic and international cross-functional teams to write diverse content while managing multiple documentation projects concurrently.
- Known for developing comprehensive documentation in compliance with organizational standards.
- Skilled at editing content assignments for peers, subject experts, and management using defined standards and styles.
- Talent for spearheading projects from start to completion with a high degree of autonomy in decision-making.
- Three years plus experience in telecommuting.

Technical Proficiencies

Applications	MS Visio, Office365 (MS Word, Excel, PowerPoint, Outlook), Microsoft Teams, MS SharePoint, Adobe FrameMaker, Acrobat Pro DC, Acrobat Reader, Google Workspace (Gmail, Docs, Sheets), Lucidchart, Oxygen XML Editor, Arbortext, easyDITA, Snagit, Vim, draw.io, WordPress, Dreamweaver, Workday, MadCap Flare, Adobe RoboHelp
Languages	HTML, CFML, CSS, JavaScript, SQL

Work Experience

- Collaborated with domestic and international Human Resources and Legal teams to develop and manage the annual release of corporate employee handbooks to a corporate team of 10,000+ employees.
- Engaged with project teams to create and maintain multiple corporate policy documents encompassing a wide variety of subjects. Responsible for management of the corporate policies content library.
- Partnered with members of IT and business to research, plan, design, and write technical process and user guides.
- Used system data reports to create individual topics-based concept documents as part of department initiative to move content to structured authoring software.

- Communicated and engaged with cross-functional project teams to write and revise the company's Software Development Life Cycle (SDLC) process guides. Responsible for creating, managing, and standardizing the branding of deliverables used in the SDLC.
- Provided usability testing while writing user guides, job aids, and quick reference documents on proprietary and commercial off-the-shelf (COTS) software. Improved application design by tracking and reporting potential issues to developers for timely resolution.
- Designed and developed Adobe FrameMaker and Microsoft Word templates in compliance with corporate branding and style guidelines for use by a team of technical writers in creating and standardizing corporate documents. Highly proficient in creating and managing custom styles in Word and custom tags in Adobe FrameMaker.
- Edited content for management, instructional designers, subject experts, and writers to ensure compliance with grammar, punctuation, spelling, and style guidelines.
- Leveraged exceptional on-the-job experience in developing and updating technical communicator workflow processes in line with company standards.
- Designed, developed, and implemented an efficient solution to publish content and manage document archival.
- Mitigated potential errors while managing the annual auditing and maintenance process for 350+ documents.
- Designed, developed, and implemented websites using multiple technologies while executing content management activities for developed sites. Produced a corporate intranet site to electronically distribute documents to all employees and provide cost savings to the company.
- Automated several team project management processes, such as work intake, project status information, and subject matter expert review and approval. Automating these processes allowed for the capture of statistics and created an efficient online reporting system for writers and management.
- Served as a team lead for a team of up to five writers. Managed documentation work intake process, project assignments, negotiation of due dates, and timely communication of status to management. Provided issue resolution and training to junior writers. Presented regular document status updates to management, content owners, and subject experts.
- Migrated document content and redesigned project management workflow to move it from an intranet website to Microsoft SharePoint.
- Served as the administrator for the documentation team's SharePoint site pages. Performed site and content management responsibilities for 350+ corporate documents.
- Migrated all corporate content managed by the documentation team to new repository in 2020 as part of a corporate initiative to consolidate technologies.
- Created on-demand training recordings to provide writers with instruction on the use of Adobe FrameMaker software.

Work History

- Technical Writer V (Technical Communicator Consultant), TSYS, LLC., *A Global Payments Company*, Columbus, GA: 2006 – June 25, 2021
- Technical Writer IV (Technical Communicator Specialist), TSYS, Inc., Columbus, GA: 1998 - 2006
- Senior Technical Writer, TSYS, Inc., Columbus, GA: 1997 - 1998
- Technical Writer II, TSYS, Inc., Columbus, GA: 1996 - 1997
- Technical Writer I, TSYS, Inc., Columbus, GA: 1995 - 1996
- Process Control Specialist, TSYS, Inc., Columbus, GA: 1994 - 1995
- Department Secretary for Bankcard Programming, TSYS, Inc., Columbus, GA: 1991 - 1994

Professional Development

Certificate in Professional Technical Communication
Clemson University, August 2021

Madcap Flare Introductory Training, Web-based (North America)
Madcap Software, VP of Customer Success and Certified MadCap Flare Instructor, August 2021

MadCap Flare Intermediate Training, Web-based (North America)
Madcap Software, MadCap Flare Certified Instructor, *Training Scheduled for September 8 - 10, 2021*

Advanced Certificate Course in Structured Writing for Technical Documentation (DITA)
Clemson University, 2020

Precision Content Methods
Precision Content, 2020

Writing Process Directions and Instructions
PluralSight, 2019

Technical Writing
Documentation on Software Projects, PluralSight, 2019

Webmaster certification
Troy State University

Affiliations

Society for Technical Communicators - Member