**At-A-Glance**

**🗸 Adept at guiding users as they navigate and interact with digital products**

**🗸 Proficient at tackling a variety of assignments with minimal direction**

**🗸 Skilled at conveying messaging across various platforms and audiences**

**🗸 Ability to be flexible in fluid and dynamic environments**

**🗸 Adept at dealing with changing processes and priorities**

**🗸 Accomplished at crafting easy to consume, targeted content**

**🗸 Skilled at translating complicated concepts into jargon-free, concise UI copy**

**🗸 Adept at setting the tone for content for multiple platforms and touchpoints**

**🗸 Proficient at ensuring users have the right information at the right time**

**Leslie C. Wood, Writer**

Technical/UX Writer/Documentation & Communication Specialist with extensive experience creating content for the user experience including calls-to-action, help content, onboarding flows, and menu taxonomy; Create end user, UI, API, admin, and developer documentation; training materials,

style guides, process and procedure documents and diagrams; operation and quick start guides, FAQs, online help, and corporate communications content. Adept at crafting targeted content for webinars, blogs, wikis, videos, case studies, job aids, desktop procedures, presentations, white papers, sell sheets, email messaging, and newsletters. Experience documenting and diagramming IT systems and environments. Extensive background as a journalist including writing articles for newspapers, magazines, and trade publications.

**Education**

* **Rutgers University**. Bachelor’s degree in business management and marketing. Served as editor-in-chief of the literary magazine and staff writer for the newspaper**.** Received two writing awards**.**
* **Temple University**. Completed all the core courses in Journalism and Public Relations. Received a photography award. Transferred credits to Rutgers towards a degree in business management and marketing.
* **Temple University**. Completed a certificate program in Web Site Design and Development.
* **Moore College of Art and Design**. Completed a certificate program in desktop publishing, HTML, graphic design, and photo editing,
* **LearningTree**. Completed a course in **Effective Process Design for IT Service Management**.
* **Coursera.** Completed courses in UX, graphic, and instructional design.

**Experience**

**Comcast NBC Universal**

**Technical/UX Writer/Communications Specialist *2020, 2019, 2011, 2010***

Worked with the Change, Incident, and Knowledge Management teams producing documentation, processes, best practices and style guides for the IT and business communities. Created content for an online set up interface for video devices, developed content for self-install kits, created user guides for cable TV set top boxes, modems, and telephones. Created online content for XFINITY TV and a wireless security system. Worked closely with product and process owners, stakeholders, designers, and developers. Worked with InDesign, Visio, SharePoint, Confluence, and MS Office.

**Jefferson University Hospital**

**Technical/UX Writer/Documentation Specialist *2019, 2018***

Produced user guides, technical documentation, tip sheets, presentations, and training materials. Developed best practices and standardized process and procedures for the user experience. Created documentation for SAP Success Factors, ServiceNow, and Epic. Created and maintained content standards including a library of reusable content. Worked closely with other project team members and leads including internal consultants and process owners. Worked with SAP Success Factors, Epic, ServiceNow, Confluence, Visio, MS Office, SharePoint, and Jira.

**New Ocean Health Solutions *2018, 2017***

**Senior UX/Technical Writer/Communications Specialist**

Created API documentation, user experience content, developer, user, and quick reference guides, FAQs, assessments, app messaging, third party vendor documentation, process flow diagrams, and webinar and blog content. Worked with Jira, Contentful, MS Office, Visio, and Top Team.

**InterDigital *2017, 2016***

**Senior UX/Technical Writer/Instructional Designer**

Developed API documentation and UX content. Reviewed and edited existing documentation including programmer notes. Worked collaboratively and cohesively across various teams to gather information in a complex environment with multiple stakeholders.

**Exelon Energy *2016, 2015***

**Senior UX Writer/ Training Specialist**

Developed learning materials and courses for both classroom and online training including participant guides, lesson plans, PowerPoint decks, assessments, feedback forms, and course evaluations to enhance the user experience.

**Independence Blue Cross *2014, 2012, 2007, 2006***

**Communications Specialist/UX/Technical Writer**

Produced user, quick start, and developer guides; UX content for proprietary apps, desk level procedures, onboarding guides, systems architectural diagrams, and corporate communications materials. Implemented corporate-wide IT marketing events. Developed an underwriting user guide.

**NRG *2013, 2012***

**UX/Technical Writer/Communications Specialist**

Developed process documents, gap analysis, and process flow diagrams for a corporate-wide SoX compliancy project. Developed end user guides, requirements documents, corporate communications collateral, policy documents, and web site content to enhance the user experience. Worked with InDesign, MS Office, and Photoshop.

**Core Solutions, Inc. *2011***

**White Paper Author**

Wrote white papers for Core Cx360, an Electronic Health Records (EHR) technology for the behavioral health care and human services industries. Cx360 enables the automation of the registration and intake process. Worked closely with the CEO.

**SoftAssist, Inc. *2011***

**Technical Writer/Instructional Designer**

Produced IT training and marketing materials for computer storage networking hardware. Worked closely with SMEs and developers.

**American Water Company *2011, 2010***

**Technical Writer/Communications Specialist**

Created process documents, flow diagrams, user guides, training materials, and web site content for a corporate-wide business transformation project designed to enhance the user experience. Received a certificate in Effective Process Design for IT Service Management. Worked closely with SMEs, engineers, management, and other technical writers.

**MioSoft Corp. *2009, 2008***

**Technical Writer/Instructional Designer**

Created content in alignment with content strategy and multiple complex business goals to address the needs and enhance the experience of various audiences. Producedend user documentationandquick start guides as well as training materials for applications targeting distributed and parallel data systems and data processing tools.

**Consortium Health Plans, CIGNA, Aetna**  ***2008, 2007***

**Technical Writer/Communications Specialist**

Created reusable content aligned with business objectives and goals including software documentation, white papers, communications materials, desk level procedures, job aids, training materials, style guides, and taxonomies.

**SAP America and SAP AG** ***2008, 2007, 2006, 2005***

**Technical Writer/Instructional Designer**

Worked closely with stakeholders and SMEs to develop content for end users including classroom and online courses and assessments. Worked with Visio and MS Office.

**Ripple Technologies, Inc. *2007, 2006***

**Technical Writer/Communications Specialist**

Created content for a database auditing solution that met business requirements and targeted specific audiences including end users and administrators. Content included: end user and admin guides, training materials, and corporate communications materials.

**Additional Information:**

* **Teaching Experience**: Developed the curriculums, wrote the textbooks, and taught three writing courses including business writing, creative writing, and writing for the web. Certified substitute teacher.
* **Continuing Education:** User Experience Design, Instructional Design, Graphic Design, Photoshop, InDesign, Typography, Photography, API Documentation, SharePoint, Creating Content for WIKIS, SAP, SAP Success Factors, SoX Compliancy, HIPPA Compliancy, etc.

## Volunteer Work: Pennsylvania Horticultural Society, Children’s Hopsital of Philadelphia, MS Society, United Way, Special Olympics, various AIDS charities, MANNA, Deborah Heart and Lung Center, American Cancer Society, and Habitat for Humanity.

## Writing samples available at: <http://www.writer4u.com>

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