**At-A-Glance**

**🗸** **Strong writing, editing, analysis, research, and documentation skills**

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

**🗸 Ability to quickly grasp complex subject matter and write content in an easy-to-understand style**

**🗸 Proficient at planning, overseeing, and developing writing projects**

**🗸 Adept at showing ideas graphically**

**🗸 Excellent time management and problem-solving skills**

**🗸 Strong organizational and project management skills**

**🗸 Able to handle the logistics and demands of both large and small projects**

**Leslie C. Wood, Writer**

Technical/Business Writer and Communications Specialist with extensive experience creating documentation, training materials, style guides, process, procedure, operation and quick start guides, FAQs, online help, and other contract deliverables to meet customer and industry documentation standards. Expert at creating content for webinars, blogs, case studies, job aids, desktop procedures, presentations, white papers, sell sheets, web sites, newsletters, wikis, and videos. Extensive experience writing for newspapers, magazines, and trade journals.

**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. Received a certificate in Web Site Design and Development.
* Moore College of Art and Design. Completed a certificate program in desktop publishing, photo editing, HTML, and graphic design.
* Certificate in Effective Process Design for IT Service Management.

**Experience**

**Comcast**

**Technical Writer/Documentation Specialist *Oct 2019 to Present***

Work with the Reliability Engineering, Change Management, and Knowledge Management teams producing a wide variety of documents including instructional and training materials, documentation, style guides, best practices and knowledge sharing documents for the IT and business communities. Develop and maintain an internal documentation library, provide and coordinate special documentation services, and oversee special projects. Work with Confluence, Visio, and the MS Office suite.

**Jefferson University Hospital**

**Senior Documentation/Training Specialist *Dec 2018 – Sep 2019***

Produced user guides, desk level procedures, technical documentation, tip sheets, presentations, and training materials. Developed best practices and standardized process and procedures. Created several technical and effective writing style guides, documentation for SAP Success Factors, as well as an Epic course catalog. Worked with Epic, SAP Success Factors, Confluence, Visio, MS Office, and Jira.

**New Ocean Health Solutions *Mar 2017 – Oct 2018***

**Senior Technical Writer/Communications Specialist**

Created API documentation, user and quick reference guides, FAQs, assessments, messaging, third party vendor documentation, process flow diagrams, and webinar and blog content. Worked with Jira, Contentful, MS Office suite, and InDesign.

**InterDigital *Sep 2016 – Jan 2017***

**Senior Technical Writer/Instructional Designer**

Developed API documentation and UI text. Reviewed, critiqued, and edited existing documentation including programmer notes. Worked closely with developers, engineers, and upper management.

**Exelon Energy *Sep 2015 – Aug 2016***

**Senior Technical Writer/Training Specialist**

Developed learning materials for both classroom and online training including participant guides, lesson plans, PowerPoint decks, assessments, and course evaluations.

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

**Communications Specialist/Technical Writer**

Produced various user, quick start, and developer guides, desk level procedures, onboarding guides, systems architectural diagrams, and corporate communications materials.

**NRG *Feb 2012 to Oct 2012***

**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. Worked with InDesign, MS Office, and Photoshop.

**American Water Company *Oct 2011-Feb 2012***

**Technical Writer/Communications Specialist**

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

**Core Solutions, Inc. *Jun 2011 – Sep 2011***

**White Paper Author**

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

**SoftAssist, Inc. *Jun 2011 – Sep 2011***

**Technical Writer/Instructional Designer**

Produced IT training materials for computer storage networking hardware, namely devices for provisioning shared and dedicated computer data storage across multiple network infrastructures and communication protocols. Worked closely with SMEs.

**Comcast *2010, 2011***

**Technical Writer/Communications Specialist**

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.

**Crazy Fish Design *Nov 2009 – Nov 2013***

**Web Site Content Specialist**

Developed web site content for various industries including health care, legal, engineering, IT, landscape design, and construction. Worked closely with clients, developers, and designers.

**UniQode *Sept 2009 – Dec 2009***

**Web Site Content Specialist**

Crafted web site content for a Canadian-based localization firm. UniQode adapts software and apps for different languages and cultures.

**MioSoft Corp. *Oct 2008 – Aug 2009***

**Technical Writer/Instructional Designer**

Producedend user documentationandquick start guides as well as training materials for applications targeting distributed and parallel data systems and data processing tools.

**The Neat Company** ***Aug 2008 – Oct 2008***

**Documentation/Video Content Specialist**

Created instructional video content for NeatScan to Office; a productivity tool enabling users to scan documents directly into MS Office applications.

**Consortium Health Plans** ***May 2008 – Oct 2008***

**Technical Writer/Instructional Designer *Dec 2007 - Feb 2008***

Developed software documentation and white papers for two proprietary health care-related products. Worked closely with SMEs and upper management.

**TeleSciences *Feb 2008 – Apr 2008***

**White Paper Author**

Created white papers for an integrated data analysis, telecommunications product. Worked closely with SMEs, management, and software engineers.

**SAP America** ***Aug 2007 - Nov 2007***

**Technical Writer/Instructional Designer *Jan 2005 – Mar 2005, 2001-2002***

Crafted content for classroom and online courses as well as other types of documentation. Worked closely with SMEs and developers.

**InGrid, Inc. *Jun 2007 – Aug 2007***

**Technical Writer/Documentation Specialist**

Produced an end user and installation guide for a wireless, home security system.

**Ripple Technologies, Inc. *Mar 2007 – May 2007***

**Technical Writer/Communications Specialist**  **Sep *2007 – Dec 2007***

Created end user guides, training materials, and corporate communications materials for a database auditing solution.

**SoftTree Technologies, Inc. *Jan 2007 – Mar 2007***

**Technical Writer/Instructional Designer**

Developed case studies and product sheets for a database auditing solution. Worked closely with SMEs and developers.

**Franklin Electronic Publishers *Oct 2005 – Feb 2006***

**Technical Writer/Instructional Designer**

Produced functional specifications and user guides for handheld learning devices as well as documentation and functional specs for a new OS. Worked closely with SMEs.

**Jupiter Media & Internet.com *Jan 1999 – Jan 2009***

**Business/Technology Columnist**

Wrote a monthly emerging information technology column and feature articles on various technology companies.

**Faulkner Information Services** ***Jan 1999 – Jan 2009***

**Business/Technology White Paper Author**

Wrote over 100 information technology and business-based white papers.

**Bentley Systems, Inc.** ***Jul 2005 – Oct 2005***

**Technical Writer/Instructional Designer**

Developed content for SAP-CRM end-user training guides and desk level procedures.

**Aetna, Inc.** ***Jun 2004 – Dec 2005***

**Technical Writer/Communications Specialist *Jan 1998 to Jun 1999***

Assisted in creating white papers and presentations; maintained project standards, style guides, and taxonomies; and created marketing materials. Worked closely with system architects.

**Fiberlink, Inc.** ***Jun 2004 – Jun 2005***

**Technical Writer/Communications Specialist**

Produced technical white papers, user guides, and online help for various enterprise mobility management solutions. Worked closely with SMEs, software engineers, and designers.

**Philadelphia Inquirer** ***Oct 1998 – Nov 2004***

**Business & Technology Writer/Book Reviewer**

Contributed business, human interest, and technology articles, and book reviews.

**CIGNA**  ***Feb 2002 – May 2002***

**Documentation Specialist/Writer/Editor Ma*r 1998 – Sep 1998***

Developed content for process and procedure documents, created training materials, developed a corporate-wide process asset library, user guides, and marketing materials. .

**New York University (NYU)** ***Dec 2000 – Jan 2002***

**Post Graduate Course Developer**

Developed content for several online post-graduate technology courses. Worked closely with SMEs, developers, and designers.

## Volunteer Work: Pennsylvania Horticultural Society, Children’s Hopsital of Philadelphia, MS Society, United Way, Special Olympics, AIDS Foundation, MANNA, Volunteers of America, American Cancer Society,and Habitat for Humanity.

**Continuing Education Courses**: Constitutional Law; World, US, and Art History; Graphic Design,; Photoshop; InDesign; Script Writing; the Music of the Beatles; Impressionism; Photography, Architectural Design; Abstract Painting; Botany; Biology; Geography; What is Contemporary Art? Science & Cooking: From Haute Cuisine to Soft Matter Science; Entrepreneurship in Third World Countries, and Introduction to Classical Music.

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

**LinkedIn**: <https://www.linkedin.com/in/lesliewood134/>

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