

## Leslie C. Wood, Writer

Technical/UX Writer/Documentation & Communication Specialist with extensive experience creating end user, UI, API, admin, and developer facing documentation; calls-to-action, help content, and menu taxonomy; training materials, style guides, process and procedure documents, and core functionality documents; operation and quick start guides, FAQs, online help, and corporate communications content. Highly skilled at crafting targeted content for webinars, blogs, wikis, training and marketing 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 freelance newspaper and magazine reporter and editor.

### At-a-Glance

- ✓ Adept at guiding users to 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
- ✓ Adept at being flexible in fluid and dynamic environments
- ✓ Accomplished at crafting easy to consume, targeted content
- ✓ Skilled at translating complicated concepts into jargon-free, concise content
- ✓ Proficient at ensuring the audience has the right information at the right time

## Experience

### Agadia Systems, Inc.

#### Senior Technical/UX Writer/Instructional Designer 2021, 2022

Develop and design end user and admin documentation, edit and rewrite FRDs, assist in UI design changes, and create core functionality documents. Agadia is a health care management technology company with solutions for Medication Therapy Management (MTM), Medicare Advantage and Part D Star Ratings, formularies, and medication adherence. Worked with MS Office suite, Visio, MS Teams, SharePoint, Go To Meeting, Zoom, Adobe Acrobat, Photoshop, etc. Collaborated closely with business analysts, directors, senior directors, and developers.

### Comcast NBC Universal

#### Senior 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. Collaborated closely with product and process owners, stakeholders, directors, managers, designers, and developers. Worked with InDesign, Visio, SharePoint, Confluence, and MS Office.

### Jefferson University Hospital

#### Senior Technical/UX Writer/Communications Specialist 2019, 2018

Produced user guides, technical documentation, tip sheets, presentations, and training materials. Developed best practices and standardized processes and procedures. Created documentation for SAP Success Factors, ServiceNow, and Epic. Created and maintained content standards including a library of reusable content. Collaborated with instructional designers, writers, team leads, external 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 programming notes. Worked collaboratively with developers and upper management.

**Exelon Energy**

**2016, 2015**

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

Developed classroom and online training materials including participant guides, lesson plans, trainer documents, presentations, assessments, feedback forms, and course evaluations. Collaborated closely with trainers, SMEs, and management.

**Independence Blue Cross**

**2014, 2012, 2007, 2006**

**Communications Specialist/UX/Technical Writer**

Produced end user, quick start, and developer guides; UX content, desk level procedures, onboarding guides, systems architectural diagrams, underwriting user guides, and corporate communications materials. Implemented corporate-wide IT marketing events. Worked with developers, directors, graphic designers, and senior management

**NRG**

**2013, 2012**

**UX/Technical Writer/Communications Specialist**

Developed process documents, gap analysis, and process flow diagrams for a corporate-wide SoX compliancy project. Created end user guides, functional requirement documents, corporate communications collateral, policy documents, and web site content. Worked with InDesign, MS Office, Jira, and Photoshop.

**Core Solutions, Inc.**

**2012, 2011**

**White Paper Author**

Wrote white papers for Core Cx360, an Electronic Health Records (EHR) solution for the behavioral health care and human services industries. Worked closely with the CEO.

**SoftAssist, Inc.**

**2012, 2011**

**Technical Writer/Instructional Designer**

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

**American Water Company**

**2011, 2010**

**Technical Writer/Communications Specialist**

Developed process documents, flow diagrams, user guides, training materials, presentations, and web site content for a corporate-wide business transformation project using MS Office, Visio, Excel, and several graphic programs. Received a certificate in Effective Process Design for IT Service Management. Worked closely with SMEs, engineers, upper management, and other technical writers.

**MioSoft Corp.**

**2009, 2008**

**Technical Writer/Instructional Designer**

Produced end user documentation, quick start guides, and training materials for various applications targeting distributed and parallel data systems and data processing tools.

**Consortium Health Plans, CIGNA, Aetna**

**2008, 2007**

**Technical Writer/Communications Specialist**

Created end user and admin documentation, white papers, communication materials, desk level procedures, job aids, training materials, style guides, taxonomies, and an asset library.

**SAP America and SAP AG**

**2008, 2007, 2006, 2005**

**Technical Writer/Instructional Designer**

Developed classroom and online courses and assessments using MS Office and Visio. Worked closely with management and SMEs.

**Ripple Technologies, Inc.**

**2007, 2006**

**Technical Writer/Communications Specialist**

Created content for a database auditing solution targeting end users and administrators. Projects included end user and admin guides, training materials, and corporate communications and marketing materials.

## 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. 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.

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

Resume last updated: February 2022