

# Lauren Jeanminette

*Technical Writer*

## INFO

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## EDUCATION

**Master of Science in Technical Communication**

Arizona State University  
May 2019

**Bachelor of Arts in Professional Writing**

University of Louisiana at Lafayette  
May 2016

## SKILLS & EXPERTISE

- Adobe InDesign
- Adobe Photoshop
- Communication
- Editing
- End-User Documentation
- Formatting
- GIMP

## PROFILE

Technical writer with a MS in technical communications, a BA in professional writing, and 4+ years of technical writing experience. Excellent communication, research, proofreading, and writing skills. Capable of using technical skills to complete tasks in deadline-driven environments. Excels in learning and mastering new information quickly.

## EXPERIENCE

**The Home Depot, Atlanta, GA****April 2018 – Present***Knowledge-base Administrator*

Develop, maintain, and publish articles for the entire life cycle of a job to the Salesforce knowledgebase. Participate in observations of specific processes to develop a broader understanding about a topic. Maintain constant communication with leaders and stakeholders to complete timely revisions of documents. Create how to's, playbooks, standard operating procedures (SOP), and presentations in a fast-paced, constantly changing environment.

- Develop documents by identifying the audience and anticipating their needs, questions, and problems.
- Collaborate with Training Specialist to design SOP review and Knowledge courses.
- Facilitate focus groups to gather feedback on the usability of the knowledgebase.

*Technical Writer – Contract*

Reviewed process flows to create and edit ordering, scheduling, and install SOPs for the customer service department. Coordinated with SMEs to finalize documents and post them to SharePoint. Improved the documentation approval workflow.

- Revamped the SOP template to create a user-centered design.

**Serta Simmons Bedding, Atlanta, GA****December 2017 – March 2018***Technical Writer – Contract*

Authored IT best practices, technical processes, IT requirements, FAQ's, online help files, and end-user documentation for the ServiceNow knowledgebase. Developed a documentation template and managed all knowledge publishing.

- Created over 120 software and training documents to increase productivity.
- Contributed to design meetings by interacting with SMEs, developers, and managers.
- Edit, clarify, and proofread documents written by other departments.

## SKILLS & EXPERTISE

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- HP Quality Center
- Microsoft Excel
- Microsoft Forms
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word
- MS Dynamics CRM
- JD Edwards
- Research
- Salesforce
- ServiceNow
- SharePoint
- Snagit
- Snipping Tool
- Survey Monkey
- Technical Writing
- WordPress

## EXPERIENCE CONTINUED

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### **Westrock, Norcross, GA**

**September 2017 – November 2017**

#### *Documentation Specialist – Contract*

Worked with SMEs to edit and develop processes for an accounts payable team. Created test scripts for updates to JD Edwards functionality. Utilized online communication tools to create training documentation while working remotely.

- Developed 15+ desktop procedures for accountants, account processors, and approvers.

### **Talent Inc., Remote**

**October 2016 – November 2017**

#### *Résumé Writer*

Researched, wrote, formatted, and edited client résumés to optimize their job search. Worked under pressure while maintaining a friendly, positive, and flexible attitude. Collaborated with customers to redefine their professional brand.

- Developed 75+ client résumés, CVs, cover letters and LinkedIn profiles.
- Repeatedly received 5-star customer feedback ratings for projects.
- Assisted clients in Journalism, Business, Academic, and Financial industries.

### **Blue Cross Blue Shield of Louisiana, Baton Rouge, LA**

**May 2016 – May 2017**

#### *Technical Writer Intern*

Created, edited, and published operational policies and procedures to SharePoint. Interviewed SMEs to translate technical information to non-technical users. Ran test runs using HP Quality Center and created CRM training documents.

- Improved productivity by developing 60+ internal policies, procedures, and style-guides.
- Developed a business plan and presentation to communicate regional office changes.
- Identified documentation needs and developed new processes for the producer contracting team.

### **University of Louisiana, Lafayette, LA**

**June 2015 – May 2016**

#### *Technical Writer Intern*

Performed extensive research and wrote software and technology articles for the office of STEP support newsletter. Composed, edited, and formatted business proposals, non-profit grants, instruction manuals, and an employee handbook.

- Edited, formatted, and created various documents and surveys.
- Assisted with the creation of the STEP website after participating in a CMS training course.