

Brent DeBique

Technical Writer
Instructional Designer
Content Management Specialist

PORTFOLIO

www.learnwithbrent.com

CONTACT

Location: Atlanta, GA

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TOOLS & PROFICIENCIES

Technical Writing:

Adobe Acrobat DC
Adobe FrameMaker
Adobe InDesign
Adobe RoboHelp
Adobe Technical Communication Suite
DITA
MadCap Flare
Oxygen XML
XML / XSLT / HTML
XMLMind

Instructional Design:

Adobe Captivate
Adobe Creative Suite
Audacity
Articulate (Storyline 360)
Handbrake
Movavi Video Suite
Vyond Animated Video

Content Management:

Confluence
Litmos
Microsoft SharePoint
IXIASOFT CCMS

Design:

Adobe Photoshop
GNU Image Manipulation Program (GIMP)
SnagIt

Project Management:

ConnectWise
JIRA

Software Development:

Microsoft SQL
Microsoft Visual Studio
GitHub

Collaboration:

Google Workspace
Microsoft Teams

Other:

Microsoft 360 (Office)
Slack

EDUCATION

B.A. English – Professional Writing
Columbus State University
Columbus, GA
Graduated: 2007

SUMMARY

13 years of professional experience writing, editing, and designing concise and complex documentation in Information Technology (IT), Department of Defense (DoD), Finance, and Journalism/Media industries.

10 years of Senior-level IT technical writing experience developing, maintaining, and managing enterprise software documentation for dozens of products on all stages of Software Development Life Cycles (SDLCs).

10 years managing multiple document and content management systems (DMS/CMS/CCMS/LMS; SharePoint Server; Confluence; Litmos; IXIASOFT) while constantly pursuing efficient, functional, and standardized models.

8 years utilizing project management tools to develop and manage project workflows and reports (JIRA, ConnectWise).

Developed micro-learning, webinar-based, and interactive eLearning courses for enterprise software with a focus on customer and employee audiences.

Career-spanning experience managing tight and erratic deadlines; proactive problem solving; independent research; self-management; working across departments with diverse Subject Matter Experts (SMEs); and leading and working within teams.

KEY SKILLS

Advanced knowledge of structured (HTML/XML/XSLT/DITA) and unstructured documentation authoring tools.

Deep experience designing and implementing version control strategies for documentation using OxygenXML, Adobe FrameMaker/RoboHelp, MadCap Flare, SharePoint, Microsoft Visual Studio, and GitHub (i.e., documentation integration into consecutive builds).

Developed a variety of training materials, eLearning interactive courses, webinars, and assessments using Articulate Storyline 360, Movavi Video Suite, and Vyond Animated Video, and other tools.

Experience managing LMS systems (Litmos) and DMS/CMS/CCMS systems.

Trained in SAM and ADDIE instructional development methodologies, Bloom's Taxonomy adult learning model, and Kirkpatrick learning evaluation model.

Applied knowledge of Agile software development methodologies (i.e., SCRUM teams, SCRUM boards, Kanban boards, Sprints, Gantt charts, Burn-down charts, etc.).

In-depth understanding of grammar, punctuation, semantics, technical writing, and technical editing methodology, typology, and pedagogy (CRLA Master Level / III certification; B.A. English—Concentration: Professional Writing).

WORK EXPERIENCE

Infor | Atlanta, Georgia / NYC, New York **Senior Information Developer / Technical Writer**

2021-2022

- Authored, updated, and managed documentation suite for multinational enterprise analytics software (release notes, product guides, reference materials, etc.).
- Collaborated with stakeholders (i.e., product managers, SMEs, Agile development teams, information architects, etc.) to identify documentation needs and develop solutions.
- Executed the migration of all product documentation from unstructured (MadCap Flare) to structured DITA-based environment and CCMS architecture.

Meridian Cooperative (Formerly: Southeastern Data Cooperative/SEDC) | Atlanta, Georgia **Instructional Designer II / Technical Writer III**

2018-2021

- Authored, designed, and produced technical user and administrative guides for enterprise software, while working in cross-functional Agile (SCRUM) development teams, virtual testing environments, and consulting various SMEs and product owners.
- Developed complex interactive eLearning courses, learning paths, and assessments for customers and internal employees using ADDIE and SAM development models.
- Managed and created project workflows for documentation and eLearning content utilizing project management tools (Atlassian: JIRA).

Milner Technologies | Norcross, Georgia **Senior Technical Writer / Content Management Specialist**

2012-2018

- Charged with writing, editing, and designing release notes and technical documentation in PDF and topic-based (DITA/XML) formats for various suites of enterprise software (installation, administrative, and user guides).
- Maintained release-based and real-time documentation updates across software suites, utilizing work orders, testing environments (i.e., cloud-based/RDCs), and feedback from support teams, training/implementation, SMEs, and Product Owners.
- Performed peripheral tasks, such as: (1) training support teams on new products and releases, (2) developing training materials for on-site trainers, (3) maintaining CMS/DMS environments, (4) assisting other teams, and (5) developing style guide and standardization policies.

Cape Environmental Management Inc. | Norcross, Georgia **Technical Writer / Production Assistant**

2010-2012

- Wrote, edited, designed, and produced: RFPs, technical manuals, technical plans, and O&M procedures for commercial and U.S. government (DoD) engineering and infrastructure projects (e.g., Groundwater Treatment Facilities, Petroleum and Fuel Systems / Storage, Containments of Concern—Environment-Military Remediation).
- Managed, controlled, and developed companywide CMS/DMS and document control efforts.

Synovus Financial | Columbus, Georgia **Contract Technical Writer**

2010

- Created and standardized technical procedures and policies for new internal banking software (Synergyg and Metavante).
- Worked with software SMEs throughout the SDLCs to modernize and streamline existing banking IT software documentation.