

Allison Bishop, CSM

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SUMMARY

Dependable and personable Technical Writer with excellent communication skills to coordinate technical writing in the Software Development Life Cycle (SDLC). Independent self-starter with the ability to investigate, understand and interpret complex business problems. Seeking a FT or Contract opportunity. Other skills and initiatives include:

- ✓ **Efficient** – Meet deadlines by producing large quantities of work in short periods of time. Achieved “0” audit errors and earned the Summit Award.
- ✓ **Customer Oriented** - Identify the audience and customize the final product to be “user friendly”. Received 95% approval rating from 1,000 users surveyed.
- ✓ **Detail Oriented** - Ensure documentation is accurate and unambiguous by focusing on tasks.
- ✓ **Database Management** - Manage large volumes of information in SharePoint.

TECHNICAL SUMMARY

MS Office Suite (Word, Excel, PowerPoint), AWS, Jira, ADO Software, Kanban

EXPERIENCE

Mindtree

May 2022 - Aug 2023

Technical Writer at Allegiant Airlines, October 2022 – August 2023

Full – time contract position outsourced to a G4 conversion project at Allegiant Airlines.

- Created procedure documentation for accounting
- Gathered information from stakeholders and developers
- Performed gap analysis
- Researched procedures from test site and user stories
- Coordinated content for and maintained SharePoint site and Kanban
- Participated in stand ups
- Utilized MS Office and SharePoint, AWS, Jira

Technical Writer at Microsoft, May 16, 2022 – October 2022

Full-time contract position outsourced to a Microsoft Agile project.

- Managed assignments using ADO software
- Participated in daily stand-ups
- Organized meetings with stakeholders to review technical changes
- Created new documents as needed and edited existing documents for a new version of the product
- Ensured correct style guidelines and requirements such as document identification numbers were applied
- Performed gap analysis
- Researched document content using the project Wiki
- Communicated with stakeholders and team members via MS Teams and Outlook
- Utilized MS Office, Visio, SharePoint

Consolidated Analytics

2017 - 2022

Technical Writer

Contract for MSP Conversion to Director 7, August 2021 – February 2022

- Researched and wrote servicing procedures using Navigator and Director 7
- Performed gap analysis
- Interviewed Subject Matter Experts
- Focused on Customer Service (SM), Escrow, Loan Admin, SCRA, Letters/Statements, Collections
- All procedures written from scratch
- Obtained sign off from all parties
- Maintained procedures in SharePoint
- Conducted meetings in MS Teams
- MS Office, Visio

Contract for Home Equity conversion from CACS to the MSP system, January 2020 – June 2020

- Researched default procedures in MSP
- Performed gap analysis
- Interviewed Subject Matter Experts (SMEs) and testers to write documentation

- Updated current procedures with MSP steps using Word
- Uploaded documents for review in BluePrint
- Met all project deadlines
- Maintained weekly status report to management

Contract writing procedures for Onboarding Services for this mortgage company, April 2018 – March 2019

- Sole writer responsible for writing, editing and project planning
- Created procedures for loan transfers from scratch
- Interviewed Subject Matter Experts (SMEs) for an overview and step-by-step procedures
- Ability to quickly grasp complex technical concepts and make them easy to understand
- Organized and wrote high quality documentation that is appropriate for intended audience
- Gap analysis
- Obtained sign offs from users, testers and management
- Maintain library of files and project status
- Utilized MS Office, SnagIt, FiServ, Pre-Boarding Interface (PBI)

Wrote policies and procedures for Loss Mitigation, October 2017 – December 2017

- Created job aids from scratch
- Interviewed Subject Matter Experts (SMEs) for step-by-step procedures
- Researched procedures using the MSP application
- Obtained approval and sign-off from SMEs
- Documented procedures in MS Word

Newbold Advisors

2019 - 2021

Technical Writer - Contractor

Contracts for MSP Conversion using Director 7 and Navigator, June 2020 – Nov 2020, Feb 2021 – Aug 2021

- Researched procedures in MSP using Navigator (Loan Boarding, Loan Admin, Investor Reporting)
- Interviewed Subject Matter Experts (SMEs), testers and managers to confirm steps and update docs.
- Performed gap analysis
- Conducted meetings with stakeholders to ensure all interested parties approved the procedures.
- Created drafts in MS Word for SME review and final delivery
- Maintained document status in MS Teams for management
- Uploaded documents for review in SharePoint

Contract for rebranding policies and procedures for the purchase of SoFi, LLC, June 2019 – November 2019

- Performed gap analysis to update Stearns documents and transfer to SoFi templates
- Interviewed Subject Matter Experts (SMEs) to update documents
- Researched and wrote the procedures for Stearns and SoFi
- Coordinated the release and announcement of the SoFi AllRegs website
- Obtained sign offs from users and management and maintained weekly status report to management
- Uploaded final documents to AllRegs

Solomon Brothers

June 2017 - Aug 2017

Technical Writer

Contract to write policies and procedures for Investor Reporting and Cash.

- Wrote procedures from scratch and completed 20 procedures in 8 weeks to achieve project goals.
- Interviewed Subject Matter Experts (SMEs) in Cash and Investor Reporting for step-by-step procedures.
- Obtained approval and sign-off from SMEs.
- Research procedures using the FiServ application.
- Documented procedures and screen captures using MS Word/SNAGIT.

Pacific Union Financial

2016 - 2017

Technical Writer, January 2016 – March 2016, May 2016 – May 2017

Contract researching and writing procedures for loan processors.

- Interviewed Subject Matter Experts (SMEs) in escrow, bankruptcy, foreclosure, customer service, cash, etc. for step-by-step procedures in performing tasks
- Documented procedures, policies and screen captures in MSP using MS Word, Snagit and Adobe Acrobat
- Obtained approval and sign-off from SMEs and all levels of management
- Published documents to the Intranet
- Maintained status of each procedure in SharePoint
- Achieved the goal of the project by completing 52 procedures by the end of Feb. 2016

Prospect Mortgage

2015

Content Manager/Technical Writer

Permanent position providing content management of policies, procedures, and alerts.

- Collaborated with management to develop, document and maintain written processes, procedures, manuals and alerts
- Liaison between stakeholders and management
- Maintained database entries of dates, people, and events involved in writing the documentation
- Creative problem solving and conflict resolution skills
- Performed tasks across multiple platforms, databases, and applications including MS Office, SharePoint, and Snagit

J. Walter Thompson

2014

Technical Writer

Contract position utilizing Business Analysis expertise in an Agile environment. Marketing communications company - U.S. Marine Corps. account.

- Wrote Business Requirement Documents (BRD) for agile team and Interface Control Documents (ICD) for technical team for desktop and mobile websites
- Established working relationships with SMEs to gather requirements for 6 products
- Researched functional and non-functional requirements
- Used root cause analysis skills
- Constructed Visio diagrams
- Created User Guides for USMC Officers
- Utilized, MS Word, Visio, Acrobat, Snagit, SharePoint, XML and Adobe Documents

Nationstar Mortgage

Nov 2013 - Sept 2014

Technical Writer

Full time position utilizing Technical Writing expertise to perform gap analysis and write procedures.

- Conducted research by interviewing subject matter experts, reviewing existing documentation, and gleaning information from the system or product being documented
- Performed gap analysis, and delivered all requirements within specified time-lines
- Translated information of medium to high complexity into clear, concise documents appropriate for various target audiences
- Supported multiple document projects concurrently, independently, and with minimal supervision.
- Worked with the business to create process maps
- Utilized Microsoft Office, Visio, SharePoint, Archer, HTML, Adobe

Previous Experience Available Upon Request

EDUCATION & CERTIFICATIONS

Texas Tech University, Lubbock

Bachelor of Arts, Spanish

Scrum Alliance

Certified Scrum Master (CSM) – Certificate

➤ Earned 16 PDU's.

Completed all coursework for PMP Certification

➤ Completed 40 PDU hours of Project Management preparation.

REFERENCES

Furnished Upon Request