

MICHELLE NERSESIAN TRAVIS

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OVERVIEW OF QUALIFICATIONS

- Technical writing and information/content creation, design, and maintenance
- Knowledge development/management, including standardization, document adaptation based on audience, and content repository development
- Process analysis, plus cross-department collaboration and training

TECHNICAL SKILLS

- Adobe Acrobat – 14 yrs
- Adobe PhotoShop – 14 yrs
- Agile methodology – 4 yrs
- Atlassian Confluence – 4 yrs
- Google Suite (Docs, Sheets, Drive, Hangouts) – 7 yrs
- HTML – 20 yrs
- Microsoft SharePoint – 9 yrs
- Microsoft Visio – 9 yrs
- MS Office Suite (Excel, OneNote, Outlook, PowerPoint, Word) – 20 yrs
- Skype – 7 yrs
- Trello – 4 yrs
- Chrome/Firefox/Internet Explorer – 20 yrs

CERTIFICATION: ITIL Foundations v3

EMPLOYMENT HISTORY

Microsoft, Inc., Redmond, Washington

Jan 2017 – Sept 2017

Technical Writer (Contracted through Design Laboratory, Inc.)

Create, edit, and update content across Information Protection & Governance (IPG) teams, including Governance, Risk & Compliance (GRC), Fraud, Incident Management, Continuity, & Security (FICS), Business Enablement (BE), and Privacy. Develop and maintain a content management system to capture tribal knowledge and process structure, as well as demonstrate compliance with external standards.

- Mapped Incident Management workflows and procedures, plus SME interviews with Corporate, External, and Legal Affairs, in preparation compliance with Defense Federal Acquisition Regulations Supplement (DFARS) and General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR) requirements.
- Created and/or migrated over 100 SOPs, reference articles, and both high-level and in-depth Visio process workflows, and instituted a documentation submission and review system, review timeline, tagging system, and reference material.
- Led IPG documentation compliance efforts during ISO 27001/27018 audit, including migration to new content system and template, accessibility to auditors, adherence to internal and external deadlines, and creation of procedures to support future audit-required reviews and updates.
- Provided documentation support during transition of several IPG-related program tasks and responsibilities to overseas team, including creation of training materials, while also assisting with the simultaneous department transition to Agile and Kanban-related methodologies.

BECU, Kent, Washington

Sept 2016 – Dec 2016

Content Specialist (Contracted through 24Seven Talent)

Created, reviewed, and edited content within the company's Knowledge Management (KM) systems, ensuring all content maintains the highest levels of accuracy, relevancy, and consistency. Executed a content management strategy that maximized user effectiveness and ensured a superior user experience in accordance with the company's Information Governance Plan and writing and style guides.

- Brought 600+ articles up to KM standards utilizing Subject Matter Expert (SME) feedback in preparation of migration to new knowledge base.
- Assisted in training newer team members to improve overall team productivity and results.
- Coordinated with KM's SharePoint admin to track Content Specialist progress on article migration, increasing work transparency and pro-actively seeking ways to facilitate later SME review of material.

EMPLOYMENT HISTORY, continued

Demand Media, Kirkland, Washington / Rightside, Kirkland, Washington Feb 2013 – Jan 2016

Technical Writer/Senior Technical Writer

Create, update, and refine documentation for Agile-environment teams, including Registry Engineering, Business Operations, IT Operations, Database Administration, Technical Support, Marketing, Network Operations Center, Human Resources, and InfoSec/Compliance, for the purpose of capturing, clarifying, and managing current and future processes.

- Streamlined the Pre-Delegation Testing documentation process by over 90%, and the Trademark Clearinghouse submission process by 60%.
- Created core documentation procedures and materials via collaboration with the Documentation team and IT departments, including style guide, internal wiki, and other aspects of a functional content/knowledge management system.
- Recognized by team leaders and management across multiple departments for exceptional contributions to process development and new-hire training.

Microsoft, Inc., Redmond, Washington

Apr 2012 – Sept 2012

Senior Technical Writer (Contracted through GrandMasters, LLC)

Researched, designed, developed, and wrote technical information online and in print for a variety of audiences and purposes. Developed and tested user scenarios showing how to use Windows Server 2012.

- Initiated project with Marketing and Release Management team members to clarify, streamline, and document the entirety of the Infrastructure Planning and Design (IPD) Guide release process.
- Converted technical information and feedback from project developers, program and product managers, testers, and product support personnel via email and SME interview into documentation.

Microsoft, Inc., Redmond, Washington

Nov 2010 – Apr 2012

Technical Writer (Contracted through Chameleon Technologies, Inc.)

Created, reviewed, and maintained documentation across multiple levels of advanced technical and business support, including Exchange, Active Directory, SharePoint, Finance, and other departments in Business Connectivity Services Operations. Designed and implemented guides, quality standards, and project tracking on documentation creation/editing including template development, submission guidelines, and standards.

- Migrated 1000+ troubleshooting guides (TSGs), standard operating procedures (SOPs), policies, graphics, and workflows to new Bemis knowledge base, assessing for accuracy and validity prior to migration.
- All-Star Award for Q1 2011 for job performance.
- Recognized for outstanding contributions to documentation conversion project, including reducing estimated project deadlines by almost 60% with improved documentation workflow.

Apollo Group, Inc., Phoenix, Arizona

Mar 2008 – Oct 2009

Technical Writer, Business Analyst

Developed process design and policies including requirements documents, technical specifications, and templates for cross-functional business sponsors. Reviewed mapping documentation throughout business requirements and technical specification development for system conversion.

- Reduced work turnaround timelines 50% leveraging feedback from business sponsors and process owners.
- Designed and implemented internal style guide including template development, editing levels, glossary/acronym list, and style format.

ACADEMIC BACKGROUND

APOLLO CORPORATE UNIVERSITY, Phoenix, Arizona ~ **Continuing Education Classes, 2008-2009**

UNIVERSITY OF ARIZONA, Tucson, Arizona ~ **Master of Arts, Special Education – Deaf Studies, 2002**

UNIVERSITY OF ARIZONA, Tucson, Arizona ~ **Bachelor of Arts, Creative Writing/Classics, 1996**