

PEARLIE HARRIS



BUSINESS ANALYST-DOCUMENTATION SPECIALIST

📞 904-234-1255

📍 Jacksonville, Florida 32256

✉️ Pearlle.Harris@gmail.com

🌐 [Linkedin.com/in/pearlie-harris](https://www.linkedin.com/in/pearlie-harris)

PROFESSIONAL PROFILE

Award winning professional writer with over 20 years' experience conducting research, developing quality documentation, and providing editorial support with emphasis on creative and technical writing. Ability to create manual software test scripts, style manuals, writing templates, and standard operating procedure guides to meet quality assurance guidelines according to organizational and military standards. Capacity to apply critical thinking skills to create complex and confidential documentation. Solid knowledge of external and internal desktop publishing applications and utility software. Applies research and investigative skills to create systems and analyze data. Highly recognized for excellent communication skills and positive attitude.

RELEVANT SKILLS & CREDENTIALS

- Voice-over
- Technical Writing
- Creative Writing
- Social Media
- SEO Optimization
- Apple Pages
- Apple Keynote
- Adobe FrameMaker
- Adobe Audition
- Microsoft 365
- SailPoint IdentityIQ
- HelpNDoc
- Adobe Photoshop
- Multi-media editing
- E-Commerce
- Bentley InRoads
- Drafting: CAD/Manual/SolidWorks
- AutoCAD/MicroStation/ArcGIS/ArcMap
- Skype for Business
- Lucidchart
- Salesforce
- SAP
- LogMeIN
- iManage
- Arbortext Navigator
- Citrix
- JIRA
- HTML/CSS/PHP/SGML
- Zoom

EDUCATION

M.A. Professional Writing, 2020, Kennesaw State University, GPA 4.0

Thesis-Kennesaw State University English majors at work: Careers in unexpected places description of the problem

B.S. Business Administration with concentration in E-Commerce, 2012, University of Phoenix, Atlanta, GA

Auburn University, 1998, Mechanical Engineering Courses

AFFILIATIONS

Sigma Tau Delta, Eta Pi Chapter

PROFESSIONAL EXPERIENCE

Globalpundits, Inc./Randstad, Jacksonville, FL

Documentation Specialist/Business Analyst Consultant

2022–Present

Create, test, and update manual test scripts for SailPoint IdentityIQ Policy. Update and submit new glossary terms by conducting interviews, meetings, and researching external and internal sources including Florida statutes and laws. Conduct research and rewrite policy documentation using established templates and documentation for guidance. Document verified software errors using Azure DevOps.

- **Create an image cheat sheet and a functionality cheat sheet** to guide users through basic and important features of the customized off-the-shelf software.
- **Establish Excel functionality**, such as, drop-down menus and hover text to instruct users and mitigate documentation errors during user acceptance testing.

Dymeng Services, Inc., St. Augustine, FL

Document QA Specialist/Analyst

2021-2022

Created and maintained online B2B and B2C end user instructional guides, reference manuals, and technical document templates. Wrote scripts, recorded audiovisual, edited, produced, and upload quick guide video to online instruction guide. Edited API documents. Revised business profiles and executive profiles. Gathered information from JIRA and created weekly time-sensitive documents based on updated, customized software. Advised executives on useful software and processes. Mastered new internal software and created business specific documentation for future use. Produced business plan outline and edited subsequent business plan.

ISPA, INC., Marietta, GA

Intermediate Technical Writer.

2015-2021

Edited airplane manuals for ISPA in accordance with department standards for the TechPubs department, an internal publishing unit of Lockheed Martin. Utilized style guides, writing manuals, and military specifications to incorporate and format senior writer markups, engineering notes, and customer changes to existing airplane manuals. Monitored and updated electronic files in MS Access and Excel database to track deadlines and progress. Provided support to management by attending meetings, assigning tasks, and managing workflow. Entered notes in JIRA to communicate issues and request work assistance to resolve problems. Mentored, trained, and created software training manuals and technique manuals for peers and technical editors. Designed training manuals in MS Word featuring tables, bookmarks, and links. Converted final document into an interactive PDF. Created a SGML code reference guide as a resource for team to perform work efficiently.

- **Outstanding Team Player Award recipient**, for quickly learning to edit additional manuals when team was understaffed.
- **Received Lockheed Martin's Focused Recognition Award for exceeding customer expectations in the completion of the FrameMaker Project:** Edited data based on client specifications and software restrictions. Performed quality control efforts during process of project. Led project meetings, produced, and distributed progress reports and timelines to inform project managers and met aggressive deadlines.
- **Received ISPA's "Dedication and Outstanding Performance" Award** for mentoring additional editors and providing extensive training and guidance during a challenging quarter.

Kennesaw State University, Kennesaw, GA

Graduate Research Assistant

2018-2019

Served as Guest Lecturer within the Innovation and Engagement Coworking Lab Workshops. Proofread, edited, and revised resumes, cover letters, academic papers, and book chapters. Assisted the Director of Community Engagement in aiding undergraduate and graduate English majors with career planning and development opportunities via internships and first-time employment in technical writing, grant writing, proposal writing, and social media occupations. Collaborated with fellow graduate students in developing, editing, and publishing documents for assigned projects. Researched and compiled data of business profiles from local community organizations and nonprofits to develop job leads for English majors.

- **Received Master of Arts in Professional Writer's (MAPW) Award** for advanced research skills, community writing, the development of service-learning partnerships, and contribution to the 2020 Green Card Voices Project.
- **Featured in human interest article, Mion, Landon (2020).** *Talon'ted graduate student researcher: Non-traditional career options for English Majors.*

The Oak House, Canton, GA

Documentation Specialist-Internship

2018

Researched, prepared, and maintained documentation related to the development of business systems and operations for coworking space management including, but not limited to office space, hosting events, concessions, payroll, vendors, and inventory. Created custom guides utilizing the blueprint of private and public sector publications as a reference. Sourced internal business documents to create new templates in Apple Pages to build new handbooks, manuals, and guides. Collaborated with Executive Director to gather feedback for company's policies that are in-line with business goals and initiatives.

- **Successfully created easy to follow step-by-step manual** for executive employees and members utilizing the organization's workspace management software powered by Habu.
- **Produced a 142-page APA style standard operating procedures (SOP) guide** equipped with table of contents and hyperlinks to each chapter and section for company's new business sector to promote consistency within the organization.

Pearl's Book'em Publisher, Atlanta, GA

Project Manager

2001-2014

Monitored day-to-day business functions of company website, sales, and social media channels. Worked with book distributor and developed marketing strategies for newly released books. Applied for EIN, ISSN, ISBN, and EAN barcodes. Effectuated book signing events and contracted writers, editors, and illustrators for author biographies, book cover designs, and specialty orders such as comic books. Interviewed, hired, and managed interns for the internship program.

- **Successfully published and distributed** 11 books; presented sponsorship media kits and acquired sponsorship for weekly events to promote new book releases for authors.
- **Designed professional websites** utilizing DreamWeaver and MS FrontPage and adjusted HTML and CSS codes to achieve webpage goals.

AGL Resources, Atlanta, GA

Geographical Information Systems Specialist

2001-2005

Gathered and researched information to input Geographical Information Systems (GIS) data. Tested Esri and ArcMap software customization for **AGL Resources, Atlanta, GA** Resources' GIS system during implementation and prior to project rollout. Utilized iManage software to manage quality assurance/quality control documentation clean-up process. Tested functions and documented errors and procedures for new GIS system. Marked redline maps for the Department of Transportation (DOT) manually and using MicroStation and AutoCAD. Served as department liaison to Information Systems department during Windows migration.

- **Successfully created AGL end-user manual** for Bentley InRoads
- **Set up for Utilities Protection Center (UPC) project and documentation** by uploading grid information of the AGL gas system to the UPC website utilizing Esri's ArcMAP.

CERTIFICATIONS

General-Amateur Radio License-Federal Communications Commission
The Recreational UAS Safety Test (TRUST) Completion Certificate-DroneTRUST
Information Privacy Security (IPS)-Students and Instructors
WSET Level 1 Award in Wines

Available to work remotely