

PEARLIE HARRIS, MAPW - TECHNICAL WRITER & BUSINESS ANALYST

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SUMMARY

Technical writer and Business Analyst specializing in authoring and editing business operations and technical documents. Experienced using data, business acumen, and style guides to direct copy. Manages high-volume workflows and tight deadlines. Drafts documentation with a strong command of the subject matter, compliance, and confidentiality. Fierce editor with a bias for correctness and compelling. Communicates complex information simply for diverse audiences.

WHAT I DO BEST

Technical Writing & Editing • Documentation • Test Cases/Scripts • Operations Manuals • Proofreading • Confidentiality Collaboration • Deadline & Workflow Management • Accuracy, Clarity, & Consistency • Compliance • Research Adobe • FrameMaker • Arbortext • Salesforce • JIRA • Snagit • Microsoft Office

PROFESSIONAL EXPERIENCE

Documentation Specialist/Business Analyst - Globalpundits Inc./Randstad - Jacksonville, FL 07/22 - 04/24

Technical writer and Business Analyst for operations and technology projects impacting state of Florida employees.

- **Technical Writing:** Assessed and updated policies, procedures, and operations documentation for regulatory requirements. Collaborated with stakeholders to determine scope and define requirements.
 - Researched, analyzed, and interpreted state statutes, laws, and regulations to inform content updates; synthesized legal jargon into layman's terms without compromising legal definitions/interpretations
 - Wrote glossary terms to standardize the meaning, spelling, and usage of terms by the state of Florida
 - Proofread and edited technical and business documents for consistency, compliance, and grammar
 - Authored software implementation quick guides and user-reference sheets for state employees
- **Workflow Management:** Documentation SME for a state-wide, multi-year Identity Access Management Governance software project. Tracked data and documented software bugs using Excel, SharePoint, and Azure DevOps.
 - Managed workflows from requirements to technical deliverables using Agile methodologies
 - Defined and documented role-specific (User, Administrator, Agent) best practices for state employees
 - Collaborated with Data Security Specialists to author and organize 1,400 functional, user interface, security, and integration test cases for state-wide UAT; developed test case tracking and version control
 - Integrated instructions into test case templates to reduce testing and documentation errors during UAT

Document QA Specialist/Analyst - Dymeng Services Inc. St. Augustine, FL 04/21 - 04/22

Technical writer and QA Analyst for web-based healthcare instructional guides, reference manuals, and technical document templates for various user interfaces (UI). Communicated project issues and recommendations.

- **Technical Writing:** Wrote technical scripts, recorded audio-visual guides, and produced quick guide videos for online instruction guides.
 - Incorporated state-specific definitions and terminology into content to mitigate legal/regulatory risk
 - Reviewed and edited API documents for consistency and regulatory compliance e.g. PII, HIPAA, PHI, etc.
 - Translated business requirements into technical data requirements for web developers
- **Workflow Management:** Produced weekly deliverables based on project/software use-case specifications.
 - Managed deadlines and tracked project updates using JIRA
 - Created internal use business process documentation; developed business operations plan format
 - Completed editorial reviews for all company websites; communicated edits to web developers and tracked updates through completion

Intermediate Technical Writer - ISPA, Inc. - Marietta, GA

04/15 - 03/21

Technical writer and editor for new and maintenance aviation documentation projects. Ensured documents, text, and illustrations complied with military/commercial and technical manual specifications.

- **Technical Writing:** Utilized style guides, writing manuals, and military specifications to incorporate and format senior writer markups, engineering notes, and customer changes to aviation manuals.
 - Designed training manuals in Word using tables, bookmarks, and links. Delivered final documents as PDFs.
- **Workflow Management:** Collaborated with project teams and editors to complete projects and meet aggressive, sometimes conflicting deadlines; logged project notes in JIRA. Managed project data using Access & Excel.
 - Led project meetings, produced, and distributed status updates to key stakeholders; notified project managers of obstacles impacting the project timelines
 - Meticulously self-reviewed/edited drafts ensuring accuracy, grammar, and flow and reduce re-work
- **Collaboration:** Identified knowledge gaps and created training and professional writing manuals for technical writers and editors to increase capacity and reduce project time.
 - Created an SGML code reference guide as a resource for the technical writing team to increase efficiency
- **Recognition:** *Outstanding Team Player, Focused Recognition, Dedication & Outstanding Performance Awards*

ADDITIONAL EXPERIENCE

Graduate Research Assistant - Kennesaw State University - Kennesaw, GA

08/18 - 05/19

Completed research, writing, and editing projects to advance student and community career development.

- **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.

Documentation Specialist Intern - The Oak House - Canton, GA

05/18 - 07/18

Researched, authored, and maintained internal business operations templates, internal documentation, and standard operating procedures.

- **Technical Writing & Documentation:** Researched business operations and industry best practices to inform content recommendations
 - Reformatted existing business documents to improve readability, clarify content, increase accessibility and implement version control using Apple Pages
 - Authored a 142-page APA style standard operating procedures (SOP) guide with navigation functionality
- **Collaboration:** Facilitated working sessions with leadership to understand the alignment between operational policies and business goals; translated session notes into documentation and an executive operations manual.

EDUCATION

M.A. Professional Writing - Kennesaw State University**B.S. Business Administration, E-Commerce Concentration** - University of Phoenix**VOLUNTEERISM**

Membership Director - Northeast Florida Astronomical Society, Inc., 2023 - Present**Volunteer Examiner** - Laurel Amateur Radio Club, Inc., 2023 - Present**Volunteer** - Project UFirst, 2016 - 2020**Volunteer** - Atlanta Habitat for Humanity, 2012 - 2016