

Nabila Husseni

Knowledge Management Author · HR Content Specialist · ServiceNow Knowledge Base · People Operations

LOCATION

EXPERIENCE

DIRECT EXPERIENCE

CONTACT

Mississauga, ON

8+ Years

Citi — Knowledge Management Author

nabilahusseni1706@gmail.com

HR knowledge management is the infrastructure that allows employees to find answers before they need to ask a question. I spent part of my career at Citi as a Knowledge Management Author and Learning Design Officer — writing, structuring, and governing the HR knowledge content that fed a self-service portal and reduced routine HR inquiry volume. This portfolio demonstrates my approach to building HR knowledge articles: clear, searchable, structured for both human readers and AI-powered search, and designed to answer the question the employee is actually asking.

CONTEXT

What HR Knowledge Management Actually Is

A well-designed HR knowledge base is not a document library. It is a searchable, structured repository of HR policies, procedures, FAQs, and how-to guides that allows employees to self-serve answers to their HR questions — reducing routine inquiry volume to HR teams, improving consistency of information, and enabling faster onboarding.

In platforms like **ServiceNow HR Service Delivery**, knowledge articles are the front line of employee experience. When an employee searches "how do I change my direct deposit," the knowledge base should surface a clear, current, step-by-step article before they ever need to contact HR. When it works, HR spends less time answering the same questions and more time on strategic work.

My role at Citi was to own that content — writing new articles, maintaining existing ones, governing the article lifecycle, and ensuring the knowledge base remained accurate, accessible, and structured for the AI-powered search and chatbot environments that modern HR platforms increasingly rely on.



Searchability First

Every article is written with the search query in mind — using the language employees actually use, not HR department terminology.



Consistent Structure

Standardized article templates ensure every piece of content has a clear purpose, scope, and action path — regardless of the author.



Lifecycle Governance

Articles have owners, review dates, and retirement criteria. Content that is stale or superseded is removed before it creates confusion.



AI-Ready Content

Modern HR platforms use AI to surface answers. Well-structured articles with clear headers, defined scope, and plain language are what AI engines cite accurately.

SAMPLE ARTICLE 01

HR Policy Article — Benefits & Enrollment

How to Enroll in or Change Your Benefits Coverage

PROCEDURE

Category: Benefits & Total Rewards · Audience: All Employees · Platform: ServiceNow HR Knowledge Base · Review Cycle: Annual

HR Portal > Benefits > How to Enroll in or Change Your Benefits Coverage

How to Enroll in or Change Your Benefits Coverage

📄 Procedure ⌚ 3 min read 📅 Reviewed: Aug 2026 👤 HR Knowledge Team

When can I change my benefits? You can enroll in or change your benefits coverage during the annual Open Enrollment period, or within 31 days of a qualifying life event (marriage, birth of a child, loss of other coverage).

To enroll or make changes during Open Enrollment:

- Log in to the Benefits Portal through MyHR
- Select **Benefits Enrollment** from the main menu
- Review your current coverage and click **Make Changes**
- Select your plan options and add or remove dependents as needed
- Review your selections and click **Submit**
- Save or print your confirmation number

✖ **Note:** Changes made during Open Enrollment take effect on January 1 of the following year. If you miss the enrollment window, your existing coverage will continue unchanged until the next Open Enrollment period.

To report a qualifying life event:

- Submit a **Life Event Change Request** through the HR Portal within 31 days of the event
- Attach required documentation (marriage certificate, birth certificate, etc.)
- HR will review your request within 3 business days

⚠ **Important:** Changes not submitted within 31 days of a qualifying life event cannot be processed until the next Open Enrollment period.

Was this helpful? 👍 Yes 🗑 No

👁 1,247 views this month

DESIGN DECISIONS

- ✓ Opens with the most-asked question ("when can I change?") rather than a policy preamble
- ✓ Numbered steps for the procedure — sequential actions require sequential format
- ✓ Note and Warning callouts distinguish "good to know" from "must know"
- ✓ Plain language throughout — "log in" not "authenticate," "make changes" not "initiate modifications"
- ✓ Confirmation step included — reduces follow-up calls asking "did it go through?"

HR Policy Article — Leave of Absence

Parental Leave — What You're Entitled To and How to Apply

POLICY

Category: Leave & Time Away · Audience: All Employees · Platform: ServiceNow HR Knowledge Base · Review Cycle: Annual / Regulatory Update

HR Portal > Leave & Time Away > Parental Leave

Parental Leave — What You're Entitled To and How to Apply

📄 Policy + Procedure ⌚ 5 min read 📅 Reviewed: Aug 2026 👤 HR Knowledge Team

This article explains your parental leave entitlements, how to apply, and what to expect during your leave. If you have questions not covered here, contact your HR Business Partner.

What are you entitled to?

- **Birth parents:** Up to 17 weeks of pregnancy leave + up to 61 weeks of parental leave (Ontario ESA minimum)
- **Non-birth parents / adoptive parents:** Up to 61 weeks of parental leave
- **Company top-up:** [Company] provides a top-up to [X]% of your salary for the first [X] weeks of approved leave

✖ **Note:** EI benefits and company top-up together are designed to replace a portion of your income. Your HR Business Partner can provide a personalized estimate based on your salary and leave duration.

How to apply:

- Notify your manager as early as possible — ideally at least 4 weeks before your expected leave start date
- Submit a **Leave of Absence Request** through the HR Portal
- Complete the EI application through Service Canada (canada.ca/en/employment-social-development)
- HR will confirm your leave dates, pay arrangements, and return-to-work plan in writing

While you're on leave:

- Your benefits coverage continues during approved leave
- Pension and RRSP contributions pause unless you arrange voluntary contributions
- Your position is protected — you return to the same or equivalent role

Related articles:

- [How to apply for EI Maternity and Parental Benefits](#)
- [Returning from parental leave — what to expect](#)
- [Flexible work arrangements after parental leave](#)

Was this helpful? 👍 Yes 👎 No

👁 892 views this month

DESIGN DECISIONS

- ✓ Separates entitlement (what you get) from procedure (how to apply) — employees have two different questions
- ✓ Distinguishes birth parent vs. non-birth parent entitlements clearly — a common source of confusion
- ✓ Placeholders for company-specific top-up details — shows the template structure for localization
- ✓ Related articles section reduces dead ends — the employee journey doesn't stop at one article
- ✓ Regulatory accuracy flagged explicitly — leave policy requires annual review against ESA changes

HR FAQ Article — Payroll & Direct Deposit

HR Portal > Payroll & Compensation > Payroll FAQ

Payroll FAQ — Direct Deposit, Pay Stubs, and Payroll Errors

7 FAQ 4 min read Reviewed: Aug 2026 Payroll & HR Knowledge Team

How do I set up or change my direct deposit?

Log in to MyHR and go to **Pay & Tax > Direct Deposit**. Enter your bank account details (institution number, transit number, account number — found on a void cheque or through your online banking). Changes take effect on the next payroll cycle after the submission deadline.

When will I receive my pay stub?

Pay stubs are available in MyHR under **Pay & Tax > Pay Stubs** by 6:00 AM on pay day. Pay day is every second Friday. If your pay stub is not visible by 8:00 AM on pay day, contact Payroll through the HR Portal.

I think there's an error on my pay. What do I do?

First, review your pay stub carefully — check your hours, any deductions, and any one-time payments. If you believe there is an error, submit a **Payroll Inquiry** through the HR Portal with your pay stub attached and a description of the discrepancy. Payroll will respond within 2 business days.

Underpayment: If you were underpaid, the correction will be included in your next regular pay unless the amount exceeds \$200, in which case an off-cycle payment may be arranged. Contact Payroll to discuss.

How do I get a copy of my T4?

T4s are issued by the last week of February each year and are available in MyHR under **Pay & Tax > Tax Documents**. If you need a copy for a prior year, submit a request through the HR Portal.

My direct deposit didn't arrive. What should I do?

First, verify the bank account details in MyHR are correct. If correct, contact your bank — processing delays occasionally occur. If your bank confirms no deposit is pending, contact Payroll through the HR Portal immediately. Do not wait until the next pay period.

Was this helpful? Yes No

2,104 views this month

DESIGN DECISIONS

- ✓ FAQ format — each question is a complete sentence matching how employees actually search
- ✓ Specific navigation paths given (MyHR > Pay & Tax > Direct Deposit) — no guessing
- ✓ Time-specific information included (6:00 AM, 2 business days) — reduces follow-up calls
- ✓ Escalation path always clear — "contact Payroll through the HR Portal" not "contact HR"
- ✓ Highest-view article type in any HR knowledge base — payroll FAQs drive the most self-service

KNOWLEDGE ARCHITECTURE

HR Knowledge Base Taxonomy

A searchable knowledge base requires more than good writing — it requires a consistent taxonomy that makes content discoverable. Below is an example of the category structure I build and govern for an HR knowledge base, modeled on ServiceNow HR Service Delivery best practices.

CATEGORY	SUBCATEGORY	ARTICLE TYPES	PRIMARY AUDIENCE
Benefits & Total Rewards	Health & Dental, RRSP, Life Insurance, Wellness	Policy, Procedure, FAQ	All Employees

Leave & Time Away	Parental, Medical, Personal, Vacation, Bereavement	Policy, Procedure, Entitlement Guide	All Employees, Managers
Payroll & Compensation	Pay Schedule, Direct Deposit, T4, Deductions	FAQ, Procedure, How-To	All Employees
Onboarding	Day 1, IT Setup, ID & Access, Org Chart	Checklist, How-To, Guide	New Hires, Managers
Performance & Development	Reviews, Goals, Feedback, Career Paths	Process Guide, FAQ, Timeline	All Employees, Managers
Policies & Compliance	Code of Conduct, Privacy, Accessibility, OHSA	Policy, Acknowledgement Guide	All Employees
Manager Resources	Hiring, Offboarding, Accommodation, Escalation	Process Guide, Decision Tree, FAQ	People Managers
Separation & Offboarding	Resignation, Retirement, System Access, Final Pay	Procedure, Checklist, FAQ	Employees, Managers

KNOWLEDGE GOVERNANCE

How I Govern a Knowledge Base

A knowledge base without governance is a document graveyard. Articles go stale, employees stop trusting the content, and HR gets more inquiries than before. The governance model I apply keeps content current, accurate, and trusted.



Review Cycles

Every article has a review date. Payroll and benefits: quarterly. Policies: annual. Regulatory content (leave entitlements, OHSA): reviewed on regulatory change.



Article Ownership

Every article has a named owner — HR Business Partner, Payroll, Benefits, or L&D. Owners are responsible for accuracy within their domain. I govern the structure and writing quality.



Usage Analytics

ServiceNow tracks article views, helpful/not-helpful ratings, and search-to-article conversion. I review this data monthly and retire low-value content or rewrite articles with poor ratings.



Feedback Loops

HR inquiry tickets are analyzed to identify gaps — if employees are calling about something not in the knowledge base, a new article gets written. The knowledge base grows in response to actual employee need.



AI Chatbot Alignment

Modern HR platforms use AI chatbots that draw from knowledge articles. I structure content specifically for AI retrieval — clear headers, defined scope statements, and concise answers at the top of each article.



Retirement Criteria

Articles are retired when superseded by policy change, when view counts drop below threshold for 2 consecutive quarters, or when feedback ratings fall below 60% helpful without a clear improvement path.

PLATFORMS & TOOLS

HR Knowledge Management Technology

ServiceNow HR Service Delivery

ServiceNow Knowledge Management

Confluence

SharePoint

HappyFox

Workday

Microsoft Teams

Claude (AI Content Development)

ChatGPT (AI Content Development)

Gemini (AI Content Development)

GEO / AEO Optimization

SCORM Knowledge Delivery

Microsoft Office Suite (Advanced)

My AI tools experience is directly applicable to AI-powered knowledge bases — I understand how large language models retrieve and cite structured content, and I write knowledge articles specifically to be surfaced accurately by AI-powered HR chatbots including ServiceNow Virtual Agent and similar platforms.

DIRECT EXPERIENCE

Knowledge Management at Citi

My Knowledge Management Author and Learning Design Officer role at Citi (Mississauga, 2026) was specifically focused on the HR knowledge infrastructure that fed Citi's self-service employee portal. My responsibilities included:

WHAT I DID AT CITI

- ✓ Wrote and maintained HR knowledge articles for a regulated Canadian banking environment
- ✓ Structured content for AI chatbot retrieval — ensuring articles were cited accurately by the HR virtual agent
- ✓ Governed the article lifecycle including review cycles, ownership assignment, and retirement decisions
- ✓ Collaborated with HR Business Partners, Legal, Compliance, and Payroll to validate content accuracy
- ✓ Analyzed knowledge base usage data to identify gaps and prioritize new article development
- ✓ Applied plain language standards to translate complex HR policy into employee-facing content
- ✓ Maintained content under strict regulatory and compliance review requirements

Building knowledge that employees actually use.

Clear, structured, governed, and searchable — HR knowledge management done right reduces routine inquiries and lets HR focus on people, not process questions.

Contact Nabila