

A documentation specialist that assesses each task to improve current processes; assisting management to implement and bring consistency, accountability, and quality that align with the company's vision.

**Summary of Qualifications**

- A technical writer with over 11 years of experience that specializes in the documentation of policies, processes and procedures.
- A consultant that has completed over 30 contracts in the past decade to bring the vision of my clients to the finish line, consistently on time and within budget.
- An instructional designer of complex content processes, training staff to bring consistency and clarity within a department(s) through documentation of all roles within the processes.
- A consultant that communicates with management, technical expertise staff or consultants in verbal and written form effectively, leading the team through clear direction, guidelines, and accountability.
- A professional that analyzes all situations with attention to detail, improving upon current business' systems or adding value by assisting in implementing new processes.
- A workflow expert that develops flowcharts to document processes.
- A specialist in the implementation of Total Quality Management ('TQM') or Quality Management Systems ('QMS').
- A visionary in streamlining and re-designing MS Teams communication for large departments with various segments, creating an intuitive experience for all users.
- B.S. in Business Administration with more than 20 years of experience, assists with a risk control perspective, and providing recommendations for improving internal control weaknesses.

**Key Functional Areas**

Interview/Documentation Specialist	Time and Task Manager
Technical Writer/ Workflow Expert	Process and Procedure
Documentation Implementation of Processes	Training of Staff Members

**Professional Technical Writing Experience**

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| <b>EDF - Renewables North America</b>   | <b>Jun 2012 – Jul 2023</b> |
| <i>Technical Writer/ Workflow Contractor</i>  |                            |
| <ul style="list-style-type: none"> <li>· <b>Compliance Controls</b> <ul style="list-style-type: none"> <li>· Accounting background assisted in designing, improving and implementing processes with internal controls.</li> </ul> </li> <li>· <b>Instructional Design</b> <ul style="list-style-type: none"> <li>· MS Teams Re-design for the IT and Implementation departments of EDF-RE, process was streamlined for a better user experience. This included design, implementation, and process maintenance of the structure.</li> </ul> </li> <li>· <b>Quality Management Implementation/ Maintenance</b> <ul style="list-style-type: none"> <li>· Implemented and maintained QMS or TQM Systems for 9 departments with over 250 processes and procedures: Accounting department (Generation, Development, O&amp;M, Corporate and Accounts Payable segments-75 individuals), Generation Assets department-35 individuals, Supply Chain department-15 individuals, Engineering department-10 individuals and PRE Department-7 individuals at EDF-RE.</li> </ul> </li> <li>· <b>Documentation and Training</b> <ul style="list-style-type: none"> <li>· Interviewed, analyzed, evaluated, and documented current processes, streamlining and improving upon those processes. Coordinated training with staff members on their roles and responsibilities of the documentation.</li> </ul> </li> <li>· <b>Workflows/ Flowcharts Design</b> <ul style="list-style-type: none"> <li>· Designed workflow/ flowcharts, defining terminology, identifying roles and responsibilities, and training applicable team members to audit and update processes for documentation that is expanding and evolving.</li> </ul> </li> </ul> |                            |

**Professional Accounting/ Finance/ Management Experience**

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| <b>EDF - Renewables North America</b>   | <b>May 2011 – Jul 2012</b> |
| <i>Accounting Manager Contractor</i>    |                            |
| <b>Peregrine Semiconductor</b>          | <b>Jun 2010 – Feb 2011</b> |
| <i>Accounting Contractor</i>            |                            |
| <b>Cardinal Health / CareFusion Inc</b> | <b>Dec 2008 – Sep 2009</b> |
| <i>Accounting Contractor</i>            |                            |
| <b>Favrille Inc</b>                     | <b>Jul 2008 – Sep 2008</b> |
| <i>Accounting Contractor</i>            |                            |

<b>Peregrine Semiconductor</b> <i>Accounting Contractor</i>	<b>Sep 2007 – Nov 2007</b>
<b>Verimatrix</b> <i>Accounting Manager</i>	<b>Mar 2007 – Apr 2007</b>
<b>Carl Zeiss Vision / Sola Optical</b> <i>Financial Analyst Contractor</i>	<b>Aug 2005 – Jan 2006</b>
<b>Coach America</b> <i>Controller</i>	<b>Mar 2002 – Jul 2005</b>
<b>Syar Industries, Inc.</b> <i>Accounting Manager</i>	<b>Mar 2002 – Jul 2005</b>

- **Communication**
  - Ensured that all accounting processes aligned with GAAP and current financial legislation.
  - Communicated with internal/external auditors for all data needed to complete audits including a final 10Q.
  - Presented to management fluctuations of Budget vs Actual variance analysis and resolution.
- **Reorganization or Liquidation:**
  - Assessed current staff members within the accounting department and assisted in a reorganization of 5 segments (25 employees) within a 1-year period.
  - Coordinated and managed the liquidation of all assets.
  - Managed Fixed Asset monthly process, equipment sales productivity, and liquidation report.
- **Management:**
  - Interviewed, hired, and managed accounting team-15 employees for AR, AP, Payroll, and Staff Accountant positions.
  - Coordinated and reviewed the daily activities of the accounting department, ensuring that all major projects, month-end, and year-end reports were completed accurately and on time.
  - Supervised accounting teams during company transitions including building and creating new business developments.
- **Improvement**
  - Evaluating, developing, and improving department controls, systems, and procedures that increase accuracy and efficiency.
  - Technical writing of accounting controls and processes for departmental documentation.
  - Historical data was lost. Supervised the re-creation of documentation with various official documents.
- **Training**
  - Hands-On training of accounting process, procedures, and computerized accounting systems
  - Documented and implemented accounting controls and processes for departmental processes.
  - Implementation and training of new Ceridian internal payroll system
- **Analysis**
  - Created and analyzed the financial data, creating reports for management, stakeholders, and external parties, such as vendors or lenders.
  - Analyzed and tied the general ledger and enterprise resource planning (ERP) systems.
  - Prepared intercompany analysis and communicated with subs to reduce eliminating variance.

### **Writing Contributions**

- Executive Editor of Entrepreneurial Women’s Organization. Published 5 newsletters, business documents, letters and communication to international members.
- Published articles and content creation for various domestic blogs.

### **Writing Portfolio** <https://kimclenard.journoportfolio.com/>

- My goal, whether working with a large corporation or a small startup, is always the same: to help my clients achieve their business objectives through clear and effective communication. I take great care to ensure that my documents are informative and visually appealing, using graphics and other design elements to help convey key messages and ideas. Please review my Writing Portfolio for examples of my writing style and skills.

### **Education**

- **B.S., Business Administration (Accounting)** – California State University, Long Beach (12/96)

### **Computer Skills**

Proficient:

- Microsoft Office: Word, Excel, PowerPoint, SharePoint and Visio
- Accounting software Versyss, Ceridian, Vantage (Epicor), Quickbooks, Oracle, FSP SAP 6.0 & SAP 4.7.
- Credible Connections – Two-day employee relations seminar
- Consolidation software BFC, BOFC and Hyperion Enterprise Familiar