

Working Experience (Contract)

July 2024 to August 2025

Technical Author

Upwork Global

- Bid for work against many others on this freelance work site.

March 2024 to June 2024

Lead Technical Writer

Clarion Housing Group

- Given the title of Development Planning & Forecasting Manager, although worked as a Lead Technical Writer.
- Produced and edited user-centred content within the finance and housing development and building functions, to meet the user requirements of each department.
- Helped lead the design and implementation of different strategies for each department enhancing the user experience (UX), evaluating the impact and progress to make sure the needs of each department are being met.
- Reformatted the SharePoint site to make it easy for staff to find their respective topics.
- Sent out a guide to SharePoint to all staff.
- Interviewed all senior members of the team leaders to understand the interactions and data passed between each of the financial teams and the housing development teams.
- Investigated the differences between the implications of building houses, flats, shared ownership and low-cost properties and relevant government regulations.
- Produced output in Word, PowerPoint, Visio, Excel and updated information on the company website.

May 2023 to December 2023

Senior Technical Writer

Brambles/Chep

- Produced prototypes of documentation for different audiences to enhance user experience (UX), including service design releases and product information for the website (SEO checked) for each of the four departments.
- Produced high-level end-to-end process documentation showing technical workflows for each department (engineers, project managers and service personnel).
- Ensured that the content met the user focus requirements of each department and its transition to live.
- Also, used Word, PowerPoint and Madcap Flare for inclusion in SharePoint and Salesforce CMS.
- Reclassified documents in SharePoint into departmental folders.
- Project run using Agile methodology using Jira with daily standups.
- Consulted with all product areas to obtain pertinent information to complete all documentation tasks.
- Attended regular company update meetings.
- Completed and passed a wide range of company training courses.

February 2023 to April 2023

Senior Technical Author (Grade 7)

GDS/Cabinet Office

- Two-month fixed contract to complete government cybersecurity documentation for all government departments and other related bodies.
- Produced a user-centred spreadsheet outlining the actions and checks that should be made to meet all “Secure by Design” principles at various stages of project development.
- Managed a variety of civil service stakeholders each with differing responsibility.
- Proofread all “Secure by Design” documentation written by other authors.
- Checked documentation and made suggestions to meet WCAG AAA accessibility standards.
- Project run using Agile methodology using Jira with daily/weekly standups.
- Project used Trello, Kanban, Scrums, Slack and Google Docs, Sheet and Meet.

May 2022 to September 2022	Technical Author	Network Rail
• Worked with Network Rail Telecom and researched the use of telecoms and network equipment used in the network. • Updated product descriptions and approval certificates on SharePoint site. • Produced IT and telecom manuals, statement of works instructions for upgrades and installations, product specifications, O&M manuals, reference guides for maintenance and NMC for various telecom/IT equipment (servers, routers, GSM-R/SIMs, video/audio, display, etc.) • Wrote quick reference training guides for new products and cloud-based soft switches and virtual machines. • Documented hardware/software interface specifications for cloud-based software modules for software team. • Produced training guides for maintenance staff after consulting subject matter experts and conducted training. • Conducted user research to find what details were required. • Worked with SMEs to get relevant information about new and old products. • Produced all documentation using Visio, Word, Excel, PowerPoint to GDS/GOV.UK guideline for SharePoint and websites (SEO checked).		
November 2021 to March 2022	Senior Technical Author	Mastek/NHS Digital
• Checked and wrote accessibility statements for two on-line webforms to WCAG compliance standards and SEO proficiency. • Reviewed and edited prototype SharePoint content, SEO in conformance with UX results. • Updated websites/webforms in line with user research findings to enhance user experience (UX) and checked and modified text for SEO proficiency. • Produced all documentation using Visio, Word, Excel, PowerPoint to GDS/GOV.UK guideline for Intranet and websites. • Project run using Agile methodology using Jira with daily standups. • Used apps: Confluence, Miro, Jira, Trello, Slack, Figma and Teams. • Projects run using Agile Sprints, Scrum of Scrums, Epics and User Stories (tasks).		
June 2021 to October 2021	Technical Author	Facilities Management Southern
• Prepared and revised controlled documentation, including procedures, work instructions, forms, specifications, and reports and uploaded them to SharePoint (which needed sorting out as folders were mixed up). • Built and created many different prototypes, and chose the most appropriate for several different audiences (sales, HR, design and implementation). • Organised document reviews, collated comments and obtained sign-off from SMEs and others.		
February 2021 to June 2021	Content Designer (SC Cleared)	Office for National Statistics (ONS)
• Contract position whilst the ONS recruits more executives due to the increased workload caused by COVID-19 and knock-on effects (four-month contract). • Designed specialised content and produced prototypes for the ONS for a variety of publications concerning COVID-19, Deaths, Retail Price Index, Migration/Immigration, Productivity, Manufacturing plus many other topics for websites and Intranets. • Completed and checked SEO words and meta descriptions for web publication. • Conducted proofreading, editing and document reviewing checking that content meets ONS/GDS documentation standards. • Project run using Agile methodology using Jira with daily/weekly standups. • You can build and create a variety of different prototypes, from paper sketches to coded prototypes. You can choose the most appropriate option to visualise content in context for different audiences. You can effectively combine prototypes with other content and design outputs to test with users and show to stakeholders. You can establish content patterns, test and iterate them. (Relevant skill level: practitioner) • Ensuring published reports and methodologies are proofread and meet the ONS and GDS/GOV.uk strict standards, including charts and datasets. Used SharePoint, Slack and Airtable for work allocation.		
June 2018 to May 2020	Technical Author	Network Rail
• Worked with Network Rail Telecom and researched the use of telecoms and network equipment used in the network. • Updated product descriptions and approval certificates on SharePoint site. • Produced IT and telecom manuals, statement of works instructions for upgrades and installations, product specifications, O&M manuals, reference guides for maintenance and NMC for various telecom/IT equipment (servers, routers, GSM-R/SIMs, video/audio, display, etc.) • Wrote quick reference training guides for new products and cloud-based soft switches and virtual machines. • Documented hardware/software interface specifications for cloud-based software modules for software team. • Produced training guides for maintenance staff after consulting subject matter experts and conducted training. • Conducted user research to find what details were required. • Worked with SMEs to get relevant information about new and old products. • Produced all documentation using Visio, Word, Excel, PowerPoint to GDS/GOV.UK guideline for SharePoint and websites (SEO checked).		

December 2017 to June 2018	User Researcher/Author	BNP Paribas Financial Services
• Customer researcher for the rebranding of Creation Finance to BNP Paribas. • Changed and updated all documentation to the new standard. • Used Madcap Flare, Markdown and Visio to produce online guides as well as written documentation. • Also wrote documentation for the merger of the old and new data centres.		
March 2017 to December 2017	Service Designer/Technical Author	Engie
• Produced service design and wrote documentation for two new data centres including MPLS/WANs, WAN Aggregation, Server and Storage and Cisco ACI Networks, LAN, and telecommunications voice network. • Moved and changed documents and files from classic SharePoint to the new SharePoint. • Also produced policies, procedures, and process documentation for Cyber Essentials and for Office 365 upgrade. • Conducted user research into documentation requirements (including format, availability and presentation). • Produced access control documentation including data loss prevention. • Produced quick reference guides for new starters and new customers so that they can use all facilities of the network. • Produced QRGs for adding Airwatch to IOS and Android phones as well as connecting remotely over a VPN. • Also produced Transition into Service, Operational Readiness documentation as well as training materials to enable client companies to connect to the network and comply with all GDPR requirements.		
December 2016 to March 2017	Technical Author/Analyst	Ladbrokes Coral Group
• Produced documentation of both company's contact centres systems and telephony systems (Cisco, Avaya, and Nortel) and cloud-based e-commerce system which included the integration of Salesforce. • Configured call flows, landing number and IVR/ACD designs for the cloud telephony system. • Produced bid documentation and consulted with BT, Vodafone and third parties on dates and costs. • Produced system tests, UAT and acceptance of systems documentation.		
February 2016 to December 2016	Technical Architect/Author	Harrow Council/Sopra Steria
• Led the project for Harrow Council: Upgrade of Cisco Call Manager (UCM) and Cisco Contact Centre (UCCE) to version 11 and replacement of ISDN-30 connections with resilient SIP trunks. Sized the required SIP trunks to meet all the business incoming and outgoing call requirements and voice quality. • Negotiated the Telefonica/O2 mobile contract (including MDM/Airwatch and MAM) to allow tethering plus integration with Exchange Server. • Upgrade of Link/OCR to Skype for Business and customer self-service online portal/shop and to deliver Wi-Fi to Sopra Steria staff in Harrow via VPN. • Wrote the High-Level Design (HLD) for all projects plus other digital documentation including management presentations. • Upgraded several Council staff to Skype for Business from Lync/OCS. • Managed and collaborated with suppliers of equipment and services to the Council. • Negotiated telco call charges, rentals and installation costs with SIP trunk suppliers as well as getting upgrade costs from third-party service suppliers (for Asidua CRM, Semafone, Verint/RedBox voice recording, Tiger call logging/billing and Pipkin WFM).		
July 2015 to December 2015	Programme Manager	JPMorgan
• Led the 2015 desktop, multimedia, LAN/WAN, and telephony \$multi-million programme for the worldwide company managing a team of fifteen all in the USA. • Drove projects and produced bid documentation in various technology spaces including Avaya and Cisco telephony (contact centre and back office), Lync, Chat, LCR, Toll-bypass and voice recording. • Pulled together an overall programme together with a high-level timeline/roadmap with risks and dependencies mapped out. • Coordinated business and engaged group resources for easy transition from concept to pilot and from pilot to production environment cut over. • Developed the content and chaired a monthly Steering Committee meeting with the head of the business transformation and his management team to enable the transition of the programmes to the business.		
October 2014 to July 2015	Telecoms Design Authority	Domestic & General
• Produced bid documentation and lead the vendor selection and replacement and integration of a call centre and back-office systems with a managed resilient SIP/VoIP-based managed telephony/contact centre system for all UK and European sites. • Managed a team of five people of different disciplines. • Integrated the existing Avaya and Mitel front-office and back-office system for several sites. • Completed the High-Level Design (HLD), modelling using UML and System Architecture Document (SAD) including the specification of the Genesys PureConnect CIC SIP IPT System, AudioCodes Session Border Controllers (SBCs), Colt SIP Trunks, Polycom phones, SIP Stations, Softphones, Packet Shapers, CTI Integration (Genio), voice recording and upgraded networking equipment. • Produced test strategy and test specification for System Integration Testing and completed tests and handed over system to Business Use and for the NiceLog recordings to be accessible and available for 25 years.		