

ROBERT SMITH

Documentation Analyst

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SUMMARY

Seeks to obtain a challenging position, that will enable building on experience and strengths. Seeking to obtain a position that will utilize customer service, staffing, and managerial skill sets in a way that contributes to the overall growth and development of the company.

CORE COMPETENCIES

SQA Testing and Methodologies Test Plans, Cases.

PROFESSIONAL EXPERIENCE

Documentation Analyst

ABC Corporation - November 1999 – November 2000

Key Deliverables:

- Helped develop a wide variety of highly accurate documentation ranging from extremely complex and detailed technical procedures to elegantly simple and informative user manuals.
- Designed and created very complex documents for our technical workstation and server analysts.
- Verified and validated the finished procedures by implementing them in our testbed environment.
- Also ensured that documents were validated by workstation or server analysts prior to being approved for publication.
- Summarized and simplified basic software usage techniques into user manuals that are suitable for users with little or no technical skills.
- Incorporated revisions and "lessons learned" from field-testing into existing documentation and publish the changes to all interested technicians in an efficient manner.
- Adhered to rigid formatting requirements established by our customer.

Documentation Analyst

Delta Corporation - 1996 – 1999

Key Deliverables:

- Ensure that all legal entities were compliant with anti-money laundering regulations Review and compare original system information with physical and .
- working with complex systems, process Improvements and Regulation Compliance Ensure barge compliance.
- Coast Guard (USCG) regulations Provide essential support to barge operations department Develop and manage systems, processes/procedures and train .
- Processed changes to Divisional Specifications to comply with GMP/ISO 9000 quality system requirements, which involved updating requested revisions/.
- Maintained accurate daily reporting for paid in full accounts.
- Daily maintenance of high volume of confidential customer loan documents.

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- Administered daily assignments.

EDUCATION

- Law Enforcement - (Hopkinsville Community College - Hopkinsville, KY)