

SOFTWARE DOCUMENTATION SPECIALIST

Highly skilled and experienced software documentation specialist focused on improving end-user experiences through comprehensive documentation, course development, and training. Possesses significant years of experience in the software industry, with expertise in technical writing, quality assurance testing, and project management. Proficient in a wide range of software applications including Microsoft Office, Adobe Creative Suite, and content management systems such as Joomla, WordPress. Demonstrated success in managing projects, teams, and customer relationships, with a track record of delivering high-quality documentation and training materials. Excellent communication and client interaction skills, with a collaborative approach to achieving or exceeding all team and corporate goals. Detail driven, schedule aware, and focused on servant leadership.

CAREER HIGHLIGHTS & ACHIEVEMENTS

- **Developed** comprehensive software training curriculum for ConAgra Frozen Foods, showcasing the ability to create effective training programs tailored to specific organizational needs.
- **Documented** new software features for OpenText and Aderant Handshake, demonstrating proficiency in capturing complex technical concepts in clear and concise documentation.
- **Led** the development and deployment of content management system-based websites for multiple clients, highlighting project management skills and ability to deliver results on time and within budget.
- **Recognized** with Aderant North America's 'Better Together Award' for Q4 2019, reflecting my dedication to collaboration and excellence in my work.
- **Served** as the immediate past president of the International Polymer Clay Association, coordinating special events such as North American and European conferences.
- **Selected** to serve as webmaster, technical lead, and registrar for the Polymer Art Summit, managing logistics for events with participation ranging from 175-275.
- **Dedicated** annual Scholarship Luncheon Committee member for 25+ years for the Alumnae Panhellenic of Tallahassee, demonstrating commitment to community involvement and organizational leadership.

MANAGEMENT ENDORSEMENT

“Over the past few months, Barbara has taken a more active role in influencing the culture and leadership dynamics at the Tallahassee office. She spearheads the 'LifeHacks @ Aderant' initiative, which aims to enhance both the office culture and the well-being of individuals. Barbara also works closely with the Marketing team on internal materials and has expanded her involvement in the Development team, where she contributes to documentation and QA testing. Through her leadership, Barbara not only improves the office atmosphere but also indirectly bolsters customer service by promoting camaraderie among colleagues.” – Aderant North America Research & Development, Better Together Quarterly Winners (2019)

EDUCATION **BA in General Science (emphasis on Biology)**, University of Nebraska, Omaha,
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PROFESSIONAL EXPERIENCE

- 2020 - Present **Project Manager**, Aderant North America, Tallahassee, FL
- Represent Handshake QA and Documentation in product release meetings, ensuring alignment with project goals and customer expectations.
 - Onboard new employees, and oversee Handshake training initiatives, fostering a culture of continuous learning and development.
 - Utilize Team Foundation Server to track and manage software issues, facilitating timely resolutions and product enhancements.
 - Collaborate with cross-functional teams to prioritize and execute Professional Services wish list features for Handshake, driving product innovation and customer satisfaction.
 - Completed the 2021 Aderant Development Collective Leadership course, enhancing leadership and project management skills.
- 2017 - 2020 **QA Associate / Technical Writer**, Aderant North America, Tallahassee, FL
- Conducted quality assurance testing and verified software issue resolutions for Handshake, ensuring product reliability and performance.
 - Led testing efforts for various Handshake components, including Designer, List Mirroring, and Web Parts, contributing to product enhancements and stability.
 - Acquired proficiency in creating web app registrations in Microsoft Azure, facilitating integration with Handshake products.
 - Prepared customized documentation, conducted new feature training, and initiated the development of a Handshake Training Curriculum.
- 2017 - 2017 **Technical Documentation Contractor**, Handshake Software, Tallahassee, FL
- Developed and maintained documentation templates for Handshake Software, ensuring consistency and accuracy in documentation processes.
 - Revised and created product documentation for Handshake Software products, improving user understanding and adoption.
 - Created feature-specific documentation based on input from Development and Consulting teams, facilitating effective communication and knowledge sharing.
- 2009 - 2017 **Clients Services Manager**, Lyons Digital Media, Tallahassee, FL
- Managed client-facing duties for a local website hosting and development company, including technical support, project planning, and client training.
 - Led website development projects using content management systems such as Joomla, Drupal, and WordPress, ensuring client satisfaction and project success.
 - Oversaw software installation, configuration, and customization, optimizing website functionality and performance. Provided training and documentation for clients using CiviCRM, a constituent relationship management application, enhancing user proficiency and system utilization.
- 2006 - 2008 **Business Process Analyst**, Infinity Software Development, Inc., Tallahassee,
- Collaborated with a team of Business Process Analysts (BPA) to analyze functional requirements and ensure their accuracy and incorporation into project design documents.
 - Led end-user testing efforts, including the creation of comprehensive test scripts, and conducting in-house system testing.
 - Played a pivotal role in Joint Application Design (JAD) sessions, successfully overseeing the deployment of a Compliance Notice Features project, which involved end-user testing and training.

BARBARA FORBES-LYONS
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PROFESSIONAL EXPERIENCE CONTINUED

1999 - 2006 **Technical Writer**, *Hummingbird (now OpenText), Tallahassee, FL*

- Researched, authored, and edited a diverse range of end-user and administrator-level documentation and help systems within the Hummingbird DM Research & Development Department.
- Defined documentation workflow processes for complex multi-author documents, streamlining content creation and review processes.
- Provided training to new writers on documentation tools, systems, and writing styles to ensure uniformity and quality in documentation output.

SKILLS/LICENSURE

Microsoft Office, Microsoft SharePoint

Aderant Handshake

Microsoft SQL Management Studio, Team Foundation Server

Office 365 Administration

Microsoft Teams

Adobe: Photoshop, InDesign, Acrobat, FrameMaker

RoboHelp, Quadralay Webworks, Snagit and Snagit Editor

OpenOffice, HTML, CSS, Content Management Applications extensions

(Joomla, WordPress, CiviCRM), cPanel, Webhost Manager, Zoom, Vimeo

LEADERSHIP

Aderant North America Development Collective Program Graduate

Tallahassee Alumnae Chapter of Zeta Tau Alpha – President, Vice President, and Webmaster

Alumnae Panhellenic of Tallahassee – President, Vice President, and VP Communications

International Polymer Clay Association – Immediate Past President, Webmaster

Florida Society of Goldsmiths Northwest Chapter – Webmaster, Teacher

Tallahassee Polymer Clay Art Guild – President, Webmaster, Co-Founder

Pomegranate Guild of Judaic Needlework

Scouts BSA Troop 115 Committee Member

REFERENCES

Available upon request