

## Professional Summary

Joyce Kaye is a business professional and people-person who merges her experience and skills as a Technical Writer, Trainer, Instructional Designer, and Analyst with her eclectic educational background, career adventures, and life experience to support, drive, and enhance communications, processes, reporting, and learning. Along with her strong verbal and written communication skills, keen ability to learn new concepts, tools, and software accurately and quickly, she is able to collaborate effectively and easily with peers, management, and clients. Her attention to detail (known as 'Eagle Eye' to some) and commitment to professionalism and integrity ensures that work is technically sound, timely, and of quality caliber. Her experience encompasses a wide range of areas including: training and curriculum writing; documentation; web design and development; email marketing; customer service; contract administration; business planning and analysis; operations; and, database design, in the fields of: IT; finance; academia; health care; publishing; real estate; and, transportation.

## Education

- Agile Master Certified (SAMC™) - SCRUMstudy
- Scrum Master Certified (SMC™) - SCRUMstudy
- Master of Social Work - Fordham University; New York, NY
- B.A. in Philosophy, Sociology - York College, CUNY; Jamaica, NY
- Certificate in Business Management - Agricultural and Technical College, SUNY; Farmingdale, NY
- Graduate courses in Business Administration - Pace University; New York, NY
- Total Quality Advantage Improvement System - Organizational Dynamics, Inc. (ODI)

## Technical Skills

Microsoft® Word, Excel, PowerPoint, Access, Outlook, Publisher, Project, and Visio; WordPress; HTML; Adobe Acrobat; Photoshop; QuickBooks; SnagIt; WebEx; SharePoint; Constant Contact Email Marketing.

## Professional Experience

### **MUFG Union Bank, N.A. (Tempe, AZ) [Contractor]**

#### **Technical Writer / Trainer / SharePoint Admin – Financial Planning & Analysis 12/2017 – 07/2018**

- Partnered with Line of Business subject matter experts to understand business needs, draft business and operations procedures, and obtain appropriate approvals from management and governance teams.
- Managed procedures timeline and pipeline, devising tracking system for review frequency intervals, along with responsibility for maintaining documentation repository.
- Created job aids and provide training re: SharePoint best practices, validation & procedures controls, etc.
- Drafted business requirements for the FP&A Management Reporting SharePoint site.
- As a SharePoint site owner, developed and maintained the FP&A Management Reporting site.
- Provided support to directors by preparing and maintaining operations routines, meeting routines inventory, etc. as well as supported the team in software use and best practices (PPT, SharePoint, Word).

#### **Technical Writer / Instructional Designer / Trainer – Risk Governance Training 04/2017 – 10/2017**

- Supported the Third-Party Risk Management (TPRM) team in the content creation/design, implementation, delivery, and continuous improvement of TPRM training and communications.
- Researched and collaborated with subject matter experts to develop training materials, job instructions, and glossaries pertaining to policies, processes, and systems.
- Wrote curriculum and designed, developed, and delivered training to TPRM stakeholders.
- Created storyboards for onward creation of eLearning course files.

**Spirit-Works Enterprises, Inc. (AZ – Gilbert, Sedona) [Owner]**

**04/1999 – 04/2017**

## **Consultant – Technical Writer / Editor / Instructional Designer / Trainer / Business Coach**

- Designed, developed, and implemented customized coaching sessions, training seminars, and workshops in WordPress, Constant Contact, general computer use, software, etc.
- Provided business coaching to sole proprietors, small businesses, and non-profits focused on business essentials, planning, and relationship marketing.
- Developed instructor support materials (PowerPoint decks, lesson plans, test banks, customized assessments and solutions) for recognized leader in Microsoft® courseware.
- Developed, designed, and wrote software reference guides, database user manuals, desk instructions, standard operations procedures, etc.
- Developed, maintained, and provided technical support and SEO for WordPress and HTML websites.
- Designed, wrote content, edited, and published newsletters.
- Co-author of Labyrinth Publications' "Microsoft® Office Outlook 2003: Essentials Course."
- Provided editorial services for authors of books, articles, other printed matter, and online media.
- Managed day-to-day business operations, including: business planning; development and implementation of marketing strategies; office management; building customer relationships; event planning, promotion, and staffing; development and dissemination of marketing collateral.

**Charles Schwab & Co., Inc. (Phoenix, AZ) [Contractor]**

07/2016 – 11/2016

## Technical Writer – Business Strategy

- Interviewed Compliance Solutions Designated Brokerage Services team and examined their work processes in order to translate into training materials and satisfy internal audit requirements.
- Wrote step-by-step procedures that included informational content and screen captures.
- Created format and style template for training guides, and devised document control system.
- Critiqued current procedures and suggested process improvements.

Cognosante Health Data and Communications (Phoenix, AZ) [Contractor]

11/2015 – 04/2016

## **Case Analyst / Business Analyst**

- Identified informational and processing problems regarding Affordable Care Act of 2010 enrollment information shared between the Exchanges, issuers, consumers, and the Centers for Medicare & Medicaid Services (CMS).
- Applied triage, research, collaboration, and technical knowledge to resolve transaction and processing issues through analysis and use of decision matrices.
- Analyzed discrepancies in the eligibility reconciliation process for multiple stakeholders using defined data sources and following Standard Operating Procedures.
- Responsible for continuous process improvement of the reconciliation process, and recommending changes or enhancements to processes, and the integration with technology.

Wolters Kluwer Healthcare Analytics (Phoenix, AZ) [Contractor]

**05/2007 – 03/2008**

## Wolters Kluwer Healthcare Analytics Technical Writer / Business Analyst

- Wrote system use case documents, functional specifications, user guides, and standard operating procedures.
- Tested and reviewed software engineers' design and implementation of GUIs, documented flaws and inconsistencies, and provided step-by-step suggestions for corrections and enhancements for user-friendliness.
- Interviewed subject matter experts and stakeholders for business requirements gathering and translation into functional requirements.

Santa Fe Community College (Santa Fe, NM) [Contractor]

07/2000 – 04/2003

Santa Fe Community College (Santa Fe),  
Adjunct Faculty / Instructional Designer

- Educated eclectic population in Information Technology courses – Windows, Word, Outlook, Excel, PowerPoint, Access, email and the Internet – in the Credit, Continuing Education, and Contract divisions

- Analyzed, documented, and revised the processes of SFCC's independent study-style lab (FlexLab).

**Presbyterian Medical Services (Santa Fe, NM)**

**01/1998 – 02/1999**

**Care Coordination Manager / Database Developer**

- Evaluated clinical appropriateness of treatment for behavioral health clients and facilitated coordination of care with providers.
- Designed the agency's client profile, provider agency, and authorizations systems database.
- Trained staff in the use of the database (Access) as well as in Windows and WordPerfect.

**Nambé Pueblo (Santa Fe, NM)**

**04/1997 - 11/1997**

**Director of Community Health and Social Services**

- Oversaw the management of the objectives of the Community Health Resources and Indian Children Welfare Act (ICWA) grants for the 700-member Nambé Pueblo community and managed a \$200k budget.
- Managed the development and implementation of the community-wide Diabetes Prevention and Health Transportation programs.

**American Express Bank Limited (New York, NY)**

**04/1984 – 09/1994**

**Senior Operations Analyst / Business Analyst / Technical Writer / Contract Administrator**

- Designed, developed, implemented, and maintained tracking and reporting systems of covenants and transaction documentation, including that of a \$600 million international leasing portfolio, in order to ensure compliance.
- Identified, developed, and enhanced comprehensive statistical information.
- Developed the NY Agency Operations' Service Tracking system database and reports, created its instructional and programming manual, and trained operations managers and staff in statistical reporting input and overall system use.
- Provided analytical interpretation and instruction to contribute to product and client profitability which was used in assessing future business opportunities and identifying operational areas which needed strengthening.
- Reviewed the creditworthiness of current and potential clients through detailed financial analysis, country risk and exposure assessment, and documentation review.
- Examined and evaluated opening documentation of prospective clients in order to authorize and establish accounts.

**Affiliations and Volunteerism**

- Metro Phoenix Technical Communicators
- Constant Contact Solution Provider
- Love in Action Choir
- Board of Directors – CHARACTER COUNTS! IN SANTA FE
- Community Coach – Yavapai Reentry Project
- Co-Founder, Administrator, and Member – Threshold Singers of Sedona
- Call Center Rep, Candidate (Neighbor) Interviewer – Verde Valley Caregivers Coalition
- Newsletter Editor/Publisher – Non-Profit Connections, Steps to Recovery Homes, etc.
- Graphics Designer – Event announcements, programs, flyers, logos
- Special Events Coordinator – York College CUNY, Fordham University GSSS career development seminar, corporate departmental luncheons, and annual candle lighting ceremony, etc.
- Recording Secretary – American Express Bank Business Planning & Analysis MIS Project, York College CUNY President's Committee on Ceremonies and Commencement, etc.
- Treasurer/Auditor – New York Women's Chorus, 12 Step Convention Committee, etc.
- Co-Developer (with Assistant Dean) – Fordham University graduate school course "Spirituality and Social Work Practice"
- English Language Tutor to high school students and Study Aide to visually handicapped student.