

KIMMOY MATTHEWS

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[Tech Copy Expert, LLC](#)

Experience:

Nov. 2011 – May. 2015 **Municipal Securities Rulemaking Board (MSRB), Technical Writer**

- Developed business process flows and published content for on the enterprise-wide intranet for multiple departments
- Managed the production of instructional videos which included writing scripts, recording screens and publishing the videos for dealers, issuers, and agents in the Municipal Bond marketplace
- Created and edited user manuals, specifications, policies, procedures, web content and other forms of communications to external subscribers and market stakeholders
- Developed style guidelines for all published documents to create a consistent branding and voice for the company
- Created a document library and business processes for reviews and approvals of published materials/content

Jan. 2009 – Dec. 2010 **US Postal Service, Business Consultant**

Clients: Expedited Shipping and Intelligent Mail & Address Quality (IMAQ) Engineering

- Analyzed data and identified over \$1MM of process improvement opportunities for USPS' Extra Services for Expedited Mail products
- Managed and edited user guides and release definitions for the Mail Identification & Tracking System (MITS) application
- Designed wireframes and created design & test requirements for the IMAQ Engineering communications portal
- Managed and distributed Scan and Service Performance reports to leadership for the top US Mailers
- Conducted live webinars with regional managers on how to read and use Scan and Service Performance Reports for field personnel

March 2008 – Oct. 2008 **Acumen Solutions, Inc. Consultant II**

Client: The Carlyle Group

- Created reporting functionality content for the Workday - an HR Software User Guide
- Managed usability testing for SharePoint, Carlyle Distributions Systems, Anti-Money Laundering System, and Equity Management Systems applications
- Conducted business analysis and market research for retail client

May 2006- March 2008 **Accenture, Systems Analyst**

Clients: US-VISIT, Office of Personnel Management, Verizon Business

- Created business processes and workflows for a global access rights management solution
- Identified and documented business impacts for end users and applications; provided framework for troubleshooting and Application Support training
- Conducted Risk Assessment for Enterprise-wide Retirement Application, and defined user access for employees, contractors, and end users

Software/Methodologies:

- SnagIt, WebEx, [Camtasia](#), SharePoint, [WordPress](#), Sitecore Web CMS, MS Visio, MS Suite
- System Development Lifecycle, Agile Software Development, [JIRA](#), [Trello](#), Aweber, MailChimp

Education:

- Business Process Improvement Certificate earned October 2014; Learning Tree, Reston, VA
- Fundamentals of Successful Project Management Certificate earned May 2012; SkillPath Training Washington, DC
- Technical Writing Certificate earned March 2011; Fairfax County Adult & Community Education
- B.S. Electrical Engineering earned April 2005; Michigan Technological University (MTU), Houghton, MI