

Brent DeBique

Technical Writer
Instructional Designer
Content Management Specialist

PORTFOLIO

www.learnwithbrent.com

CONTACT

Location: Atlanta, GA

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TOOLS & PROFICIENCIES

Technical Writing:

Adobe Technical Communication Suite
MadCap Flare
Adobe Acrobat DC
Adobe FrameMaker
Adobe InDesign
Adobe RoboHelp
DITA
Oxygen XML
XML / XSLT / HTML / API

Instructional Design:

Camtasia
Adobe Captivate
Adobe Creative Suite
Audacity
Articulate (Storyline 360)
Movavi Video Suite
Vyond Animated Video

Content Management:

Microsoft SharePoint
Confluence
Litmos
IXIASOFT CCMS

Design:

Adobe Photoshop
GNU Image Manipulation Program (GIMP)
Snagit

Project Management:

Azure DevOps (ADO)
JIRA
ConnectWise

Software Development:

Microsoft SQL
Microsoft Visual Studio
GitHub
UiPath RPA

Collaboration:

Microsoft Teams

Artificial Intelligence (AI) / Other:

Microsoft Copilot
Microsoft 360 (Office)

EDUCATION

B.A. English – Professional Writing
Columbus State University
Columbus, GA
Graduated: 2007

SUMMARY

16 years of professional experience writing, editing, and designing concise and complex documentation in Information Technology (IT), Department of Defense (DoD), Finance, and Journalism/Media industries.

14 years of Senior-level IT technical writing experience developing, maintaining, and managing enterprise software documentation for dozens of products on all stages of Software Development Life Cycles (SDLCs).

14 years managing multiple document and content management systems (DMS/CMS/CCMS/LMS; SharePoint Server; Confluence; Litmos; IXIASOFT) while constantly pursuing efficient, functional, and standardized models.

12 years utilizing project management tools to develop and manage project workflows and reports (Azure DevOps, JIRA, ConnectWise).

Developed micro-learning, webinar-based, and interactive eLearning courses for enterprise software with a focus on customer and employee audiences.

Career-spanning experience managing tight and erratic deadlines; proactive problem solving; independent research; self-management; working across departments with diverse Subject Matter Experts (SMEs); and leading and working within teams.

KEY SKILLS

Advanced knowledge of structured (HTML/XML/XSLT/DITA) and unstructured documentation authoring tools.

Deep experience designing and implementing version control strategies for documentation using OxygenXML, Adobe FrameMaker/RoboHelp, MadCap Flare, SharePoint, Microsoft Visual Studio, and GitHub (i.e., documentation integration into consecutive builds).

Developed a variety of training materials, eLearning interactive courses, webinars, and assessments using Articulate Storyline 360, Movavi Video Suite, and Vyond Animated Video, and other tools.

Experience managing LMS systems (Litmos) and DMS/CMS/CCMS systems.

Trained in SAM and ADDIE instructional development methodologies.

Applied knowledge of Agile software development methodologies (i.e., SCRUM teams, SCRUM boards, Kanban boards, Sprints, Gantt charts, Burn-down charts, etc.).

In-depth understanding of grammar, punctuation, technical writing, and technical editing methodology, typology, and pedagogy (CRLA Master Level / III certification).

Proactive utilization of AI tools to create efficiency and solve common and complex technical problems.

WORK EXPERIENCE

CBIZ | Atlanta, Georgia / Independence, Ohio

Technical Writer / CMS Specialist

2022-Present

- Led, developed, implemented, and managed technical documentation and content management standards and processes now utilized by all core departments.
- Authored suites of technical documentation and training videos for various clients facing tax/finance enterprise software and internal IT processes (API docs, specifications, code, wikis, release notes, user guides, etc.).
- Created company-wide Copilot AI agents that collect, analyze, and structure developer and business information and transform content into various media formats (user guides, technical specifications, presentations, etc.).

Infor | Atlanta, Georgia / NYC, New York

Senior Information Developer / Technical Writer

2021-2022

- Authored, updated, and managed documentation suite for multinational enterprise analytics software (release notes, product guides, reference materials, etc.).
- Collaborated with stakeholders (i.e., product managers, SMEs, Agile development teams, information architects, etc.) to identify documentation needs and develop solutions.
- Executed the migration of all product documentation from unstructured (MadCap Flare) to structured DITA-based environment and CCMS architecture.

Meridian Cooperative (Formerly: Southeastern Data Cooperative/SEDC) | Atlanta, Georgia

Instructional Designer II / Technical Writer III

2018-2021

- Authored, designed, and produced technical user and administrative guides for enterprise software, while working in cross-functional Agile (SCRUM) development teams, virtual testing environments, and consulting various SMEs and product owners.
- Developed complex interactive eLearning courses, learning paths, and assessments for customers and internal employees using ADDIE and SAM development models.
- Managed and created project workflows for documentation and eLearning content utilizing project management tools (Atlassian: JIRA).

Milner Technologies | Norcross, Georgia

Senior Technical Writer / Content Management Specialist

2012-2018

- Charged with writing, editing, and designing release notes and technical documentation in PDF and topic-based (DITA/XML) formats for various suites of enterprise software (installation, administrative, and user guides).
- Maintained release-based and real-time documentation updates across software suites, utilizing work orders, testing environments (i.e., cloud-based/RDCs), and feedback from support teams, training/implementation, SMEs, and Product Owners.
- Performed peripheral tasks, such as: (1) training support teams on new products and releases, (2) developing training materials for on-site trainers, (3) maintaining CMS/DMS environments, (4) assisting other teams, and (5) developing style guide and standardization policies.

Cape Environmental Management Inc. | Norcross, Georgia

Technical Writer / Production Assistant

2010-2012

- Wrote, edited, designed, and produced: RFPs, technical manuals, technical plans, and O&M procedures for commercial and U.S. government (DoD) engineering and infrastructure projects (e.g., Groundwater Treatment Facilities, Petroleum and Fuel Systems / Storage, Containments of Concern—Environment-Military Remediation).