***Charlene Watters, BBA***

32-137 Eglinton Ave West 416-554-9912

Toronto, Ontario M4R 1A5 charlene@charlenewatters.com

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| Profile | Accomplished in training, documentation, and cross-functional collaboration. Strong time management and organizational skills. Background in content and business analysis, contributing to significant company-wide conversion projects. Proven success in developing XML markup standards and process documentation, with a focus on optimizing productivity and content quality. |
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| Competencies | Microsoft Office, Word, Excel, Outlook, PowerPoint, XML, HTML, CSS, SGML, JIRA, Agile, SharePoint, Google Docs, Google Sheets, Slack, Trello, Visio |
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| Experience1 | Wolters Kluwer Canada90 Sheppard Ave. East, Toronto, ON M2N 6X1 | **2004 – 2022** |
|  | Content Architect (2017 – 2022)Employed Agile methodology to steer smooth transitions of complex content projects to a new platform, prioritizing efficiency and improved user experiences.Developed comprehensive user stories for JIRA, creating a structured framework to streamline project management and improve collaboration within cross-functional teams.Took a hands-on approach in establishing markup standards for XML content, ensuring consistency and compatibility across diverse output media.Documented complex processes to provide clarity for team members, contributing to improved workflow efficiency.Played a pivotal role in researching products, providing valuable insights that influenced decision-making and recommending innovative workflows to optimize overall productivity and content quality. |
|  | Content / Business Analyst (2010 – 2017)Key contributor to a company-wide conversion project, contributing significantly to its successful execution.Conducted comprehensive content analyses to determine specifications crucial for conversion and output developers.Distilled technical information into user-friendly language, creating comprehensive user guides for products and processes. |
|  | Training and Documentation Specialist (2007 – 2010)Produced clear and user-friendly process documentation tailored for non-technical users, enhancing understanding and operational efficiency.Conducted comprehensive training sessions for both new hires and existing editorial staff, fostering skill development and knowledge transfer.Collaborated with cross-functional teams to analyze existing processes, identify best practices, and implement process improvements, contributing to enhanced productivity.Served as a liaison between content management and technology groups, facilitating effective communication and ensuring seamless collaboration. |
| **Experience**(continued) | Electronic Products Editor / Editor (2004 – 2007)Consistently achieved and exceeded weekly publishing deadlines, demonstrating strong time management and organizational skills.Played a key role in the production of various publications, showcasing versatility and adaptability in contributing to diverse projects.Acted as a liaison between technical and editorial teams, facilitating seamless collaboration in the production and scheduling of Internet and CD-based products.* Ensured the compliance of data with SGML standards, maintaining a high level of data integrity and adherence to industry specifications.
* Held overall responsibility for the integrity of electronic products, emphasizing meticulous attention to detail and a commitment to quality assurance.
* Contributed actively to the implementation of product enhancements, demonstrating a proactive approach to continuous improvement.
* Provided valuable support to editorial staff, enhancing overall team efficiency and contributing to the successful execution of projects.
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| **Volunteer Experience** | Culture Link English Conversation Circle5120 Yonge Street, Toronto, ON M2N 5N9 | **2004 – 2007** |
|  | Conversation VolunteerEngaged in meaningful conversations with newcomers, fostering a welcoming environment through effective facilitation.Took on the responsibility of planning and leading classes, organizing engaging activities for the night to enhance the overall experience. |
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|  | Toronto Public Library Volunteer Tutor Program20 Covington Road, Toronto, ON M6A 3C1 | **2002** |
|  | Literacy Tutor — AdultsPrepared the learner to enroll in a trade course and confidently pass the Canadian Citizenship test upon completion of the session. |
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| Training and Education | Bachelor of Business AdministrationUniversity College of Cape Breton, Sydney, NS |  |
|  | Teacher of Adults Certificate Seneca College, Toronto, ON |  |
|  | Teaching English as a Second Language Certificate LaSalle College, Toronto, ON |  |
|  | Toastmasters Advanced Communicator Bronze |  |