***Charlene Watters, BBA***

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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 Canada  90 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 Circle  5120 Yonge Street, Toronto, ON M2N 5N9 | | **2004 – 2007** |
|  | Conversation Volunteer  Engaged 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 Program  20 Covington Road, Toronto, ON M6A 3C1 | | **2002** |
|  | Literacy Tutor — Adults  Prepared 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 Administration  University 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 | |  |