

# Karen M. Beesley

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Wake Forest, NC

## PROFESSIONAL SUMMARY

Strategic communicator and former IBMer with a proven record of translating complex technical concepts for diverse audiences. Possess a unique blend of technical expertise, rooted in a Computer Science degree and 10 years as an IBM programmer, and exceptional writing skills strengthened by additional university education in technical writing and honed through five years of professional experience developing software guides, high-visibility technical documents, and formal, technical proposals that won federal government contracts. Excel at managing cross-functional projects and proactively engaging stakeholders to align teams and drive successful outcomes. Please see my portfolio at KMBeesley.com.

## EDUCATION

### NORTH CAROLINA STATE UNIVERSITY

#### Professional Writing Certificate Program

GPA: 4.0

#### Bachelor of Science, Computer Science

GPA: 3.6, graduated Magna Cum Laude

## SKILLS

**Technical Writing:** Five years' technical writing at two companies, encompassing:

#### *Core Abilities and Writing Skills:*

- Ability to write clearly, accurately, and concisely with strong grammar
- Ability to assess audience skill levels and write appropriately for diverse user personas
- Ability to distill complex technical information to maximize understanding and usability
- Ability to develop quality content meeting prescribed deadlines

#### *Key Areas of Experience:*

- Developing, managing, reviewing and deploying usage, administration, and deployment guides
- Adhering to and developing style guides
- Documenting throughout the Software Development Life Cycle (SDLC)
- Applying established technical writing principles and conventions
- Designing, structuring, and organizing original document collections and individual documents
- Creating online procedural documentation with embedded user assistance and online help
- Documenting user-facing system messages (including console prompts) and required user interactions
- Creating instructional video content

#### *Domain Expertise:*

- Federal Government Proposals (Technical Volumes, RFIs)
- Enterprise Software (Mainframe/SNA)
- ISO Process Documentation
- Network and Cybersecurity Concepts

#### *Methodologies and Tools:*

- Structured topic-based authoring
- Proficiency with MS Word, Visio, PowerPoint, and Adobe Acrobat

#### **Technical Proficiencies:**

#### *Experienced with these Tools & Technologies:*

- Productivity & Document Management: MS Office Suite, Google Docs, Adobe Acrobat

- Design & Media: Canva, Paint.net, Paint 3D, MS Movie Maker, Amara Subtitling
- Web Technologies & Platforms: HTML5, CSS3, JavaScript, Visual Studio Code, Wix, WordPress
- Enterprise Development: IBM Mainframe (S/370, SNA, VTAM, Assembler), Defect-Tracking Systems

*Understanding of:*

- Development Methodologies: Agile Processes
- Version Control: Git, GitHub
- API & Markup: REST API Concepts (coursework), Markdown Syntax
- Development Concepts: CI/CD Pipelines, Open-Source Concepts

**Project Management and Collaboration:**

- Excellent written and verbal communication skills in English
- Strong attention to detail
- Proven record writing procedural and administrative guides
- Collaborative team player dedicated to task completion and achieving team goals
- Demonstrated success leading projects (usability study, beta testing, customer education for new release features) and taking accountability for prioritization, execution, and deliverables and effectively communicating project status to stakeholders and management
- Strong time-management skills; self-motivated and adept at prioritizing tasks in fast-paced, global environments
- Proactive engagement with SMEs (developers, architects, project leads) in research and planning

## EXPERIENCE

### TECHNICAL WRITER / KNIGHT FEDERAL SOLUTIONS, INC

2022 - Current

**Proposal Writer:**

- Translated complex IT, cybersecurity, and network requirements into clear and compelling technical narratives for high-visibility proposal documents, ensuring content accuracy and alignment with strategic objectives
- Managed the full lifecycle of technical documentation projects, collaborating proactively with Subject Matter Experts (SMEs) and teaming partners to deliver high-quality content under firm deadlines.
- Wrote and edited a variety of internal and external communications, including ISO process documents, a corporate handbook, and customer-facing technical guides
- Authored the winning technical volume for the company's first major prime contract award, securing a significant IT/cybersecurity contract
- Prioritized and produced customer-focused documentation, following established processes
- Reviewed submitted proposals and customer feedback to foster continuous development
- Researched products and gathered related technical information

**Documentation Specialist:**

- Wrote reference documents detailing work performed for current and recent contracts
- Updated/edited customer-facing documentation for the Government including technical medical simulation usage guide, concept of operations (CONOPS) plan, and instructional PowerPoint slides
- Wrote/updated/edited internal ISO process documents for initial certification
- Updated/edited the company handbook

### COMPUTER PROGRAMMER & TECHNICAL WRITER / IBM

10 years

**Technical Writer:**

Owned and maintained IBM Redbook installation, deployment, and administration guide for OS/2 products

**Programmer:**

- Developed software for Virtual Telecommunications Access Method (VTAM), which uses Systems Network Architecture
- Wrote code for 3725 and System/370 machines; developer for Network Control Program (NCP)

**Usability Testing Coordinator:**

- Led a high-visibility, first-of-its-kind usability study for the VTAM mainframe software, managing the full project lifecycle from design to implementation
- Collected and analyzed customer data, collaborating with a cross-functional team of developers and architects to translate user feedback into actionable product improvements
- Enhanced key skills in project management, team leadership, and customer relations

**Customer Advocate:**

Served as a customer advocate for International Paper, JC Penney, Sears, and other IBM clients during beta testing

**Instructor / Technical Educator:**

- Translated highly complex, new-feature VTAM usage and syntax into actionable training for diverse, global audiences
- Developed and delivered this technical education to major U.S., Japanese, and European clients in key locations including Chicago, Tampa, Research Triangle Park, NC, and London

**ACADEMIC****Website Developer:**

Created a web page using HTML5, CSS3, and Visual Studio Code

**Technical Writer:**

- Led the full documentation lifecycle for an online user guide for a custom game I created in Epic Games' Fortnite Creative; the process included audience analysis, SME interviews, following the Epic Games style guide, template creation, content authoring, and usability test planning
- Designed and produced a professional infographic using Canva to demonstrate skills in distilling complex information for visual consumption
- Developed a personal portfolio website (kmbeesley.com) using the Wix editor and custom JavaScript to showcase technical projects and skills

**EDITOR**

**Book:** Edited *Rethinking Our Story: Can We Be Christian in the Quantum Era?* By Doug Hammack, published 2014, Resource Publications

**VOLUNTEER**

15 years, various organizations

- Active volunteer for over 15 years with organizations including Meals on Wheels, the Inter-Faith Food Shuttle, and the Animal Protection Society of Durham
- Assisted Habitat for Humanity in building three houses including subfloors, framing, windows, siding, interior trim and decks