BIANCA KILLINS
IT Technical Writer

✉ bkillins.it@gmail.com
📱 6784041672

Meet Bianca: A dynamic Product Owner with a flair for simplifying ServiceNow and a passion for making complex workflows effortless. With expertise in Technical Writing, Instructional Design, and Business Analysis, she transforms challenges into seamless, user-friendly experiences. From crafting engaging training materials to turning Learning Management Systems (LMS) into interactive learning hubs, Bianca empowers users. Equipped with advanced Excel, the Microsoft Office Suite, and data analysis skills, she converts insights into effective solutions. Creative, collaborative, and adaptable, Bianca excels in fast-paced environments, ensuring smooth operations and driving success at every stage.

💼 EXPERIENCES

IT Account Group Manager
Professional Solutions Delivered - Since June 2023

- Implemented instructional design strategies, improving training module effectiveness by 30%.
- Authored and maintained process documentation, improving IT project clarity and compliance by 40%.
- Supported ServiceNow APM deployment, reducing errors by 20%.
- Collaborated with cross-functional teams to create user guides, toolkits, and training materials.

LMS Design Consultant
Generation - Since December 2022 - Consultant

- Developed product documentation, including technical publications and user guides, ensuring alignment with organizational style guidelines.
- Standardized documentation processes, cutting development time by 30%.
- Leveraged content management systems to streamline updates and improve accessibility.
- Incorporated AI tools to enhance content workflows, improving efficiency by 15%.

ServiceNow System Administrator
TechBridge - September 2022 to May 2023

- Managed technical documentation for network infrastructure and network performance, ensuring quality and clarity.
- Collaborated with developers to create technical content for process optimizations.
- Reviewed and edited communication materials, improving document clarity by 25%.

Case Manager/English Teacher
Georgia Cyber Academy - November 2018 to February 2023

- Produced training guides and technical publications, ensuring usability for non-technical users.
- Collaborated with IT security teams to document processes, improving user understanding of security protocols.
- Conducted research to improve documentation usability, reducing confusion by 30%.

English Teacher

Fulton County Schools - August 2014 to November 2018

- Developed e-learning modules and job aids, increasing course completion rates by 40%.
- Created and maintained IT system documentation, improving user understanding and reducing troubleshooting time by 30%.
- Produced user guides and process documentation for LMS and software applications, increasing user adoption rates by 75% and reducing support queries by 95%.

🎓 EDUCATION

Master's-Public Administration
BARRY UNIVERSITY

Bachelor's-Public Relations
FLORIDA A&M UNIVERSITY

📋 SKILLS

Technical Writing & Documentation

- SDLC Documentation ★★★⯪☆
- Technical Documentation

ServiceNow Administration

- ServiceNow Configuration ★★★☆☆
- ITSM Implementation ★★★★☆

AI & Automation

- AI Content Automation ★★★☆☆
- Workflow Automation

LMS System Administration

- LMS Configuration ★★★★☆
- E-learning Content Development ★★★★★

Project Management

- Agile Methodologies ★★★★★
- Project Planning & Scheduling ★★★★☆

Instructional Design & E-Learning

- Instructional Design ★★★★⯪
- E-learning Platforms (LMS) ★★★★⯪

Product Ownership

- Product Roadmap Development ★★★★★
- Product Lifecycle Management ★★★★☆

🎖 CERTIFICATIONS

- ServiceNow Certified System Administrator, ServiceNow
- Certified ScrumMaster (CSM)
- Certified Scrum Product Owner (CSPO)