

Lori Feigenbaum

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SUMMARY

Action-oriented PMP Certified Project Manager with MBA and 5+ years of experience in project planning and implementation, successfully ensuring high-quality achievement of project objectives. Previous 20+ years of experience as a Technical Writer for technology and financial services companies.

SKILLS

Proficient in

- Microsoft Office Suite
- Adobe
- SharePoint
- Confluence
- Jira
- Slack
- Snagit
- Trello
- ServiceNow
- Windows
- Document layout development
- Agile
- Waterfall
- Kanban Board
- External Team Collaboration
- Editing and Proofreading

EXPERIENCE

Consultant - Documentation Specialist, Success Academy Charter School, September 2023 - Present

- Assisted in Project Management of ServiceNow implementation.
- Documented all aspects of the project.
- Prepared company's existing documentation for ServiceNow.

Project Manager, Dell Technologies, October 2017-June 2023

- Manage and deliver multiple complex projects simultaneously from inception to close, using both Waterfall and Agile methodologies.
- Develop and manage scope, schedule, and budget for overall project portfolio, and track/provide support for all project issues and resolutions.
- Prepare Excel spreadsheets, reports, and PowerPoint decks for meetings.
- Track project tasks and dependencies using Microsoft Project.
- Regularly update project plan and other key strategic documents relevant for effective project management.
- Create project plans to fit stakeholder and client needs to deliver requirements within budget.
- Maintain open and effective communication with stakeholders.
- Define project roles and responsibilities in close collaboration with customer needs.
- Responsible for organizing, scheduling, and participating in stakeholder management meetings.
- Collaborate with project team to implement Statement of Work into a document compiler program.
- Coordinate onboarding and offboarding for CI/HCI and Cloud Management resources.
- Perform quarterly audits in accordance with ISO9001 and producing reports for Audit Department and customer.
- Anticipate and mitigate risks, troubleshooting unforeseen challenges.
- Responsible for all aspects of SharePoint administration for division.

Consultant - Technical Writer, Virtustream, March 2017-October 2017 (New York, N.Y.)

- Documented Enterprise Hybrid Cloud Infrastructure for Credit Suisse.
- Documented Failover Documentation for U.S, U.K., and Singapore.

Technical Writer, Merchant Cash and Capital, August 2014-March 2017 (New York, N.Y.)

- Worked with Subject Matter Experts to create/edit procedures and workflows for all departments.
- Documented interactions between departments.
- Identified inefficiencies and tasks to be automated.
- Created/edited Requirements documents and user guides for new software applications, following Software Development Life Cycle (SDLC) and Agile process.

- Documented Developer documentation including API documents.
- Recommended enhancements to products and assist in implementation.
- Documented monthly Release Notes describing software enhancements and bugs.
- Created Request for Proposals.
- Developed IT Security policies in accordance with PCI standards and specifications.
- Created Network Security documentation including password protection, virus attacks, and access control.
- Documented Disaster Recovery and Business Continuity policy and procedures for infrastructure teams consisting of Engineers and information security teams working on Windows Servers, Cisco routers and switches.
- Created Vendor Risk Management Policy and Procedures.

Technical Writer, Planet Payment, July 2005-August 2014 (Long Beach, N.Y.)

- Wrote and responded to RFPs and RFIs.
- Documented Developer documentation.
- Created/updated technical/product documentation and bulletins describing proprietary software, reports, and files for global business partners.
- Worked with Project Management team to identify documents needed for partners.
- Collaborated with management to document processes and workflows for compliance with BSA.
- Worked with Subject Matter Experts to gather documentation requirements and created/revised documents.
- Created/edited all guides for software applications following SDLC and Agile process.
- Identified changes needed to all forms and documentation as new features and enhancements were developed.
- Created both client facing and internal Release Notes to identify and describe enhancements and bugs relative to those audiences.
- Created/updated internal documentation relating to UX documents, monitoring and controls, security, and account set-up.
- Created forms for use by Operations, Sales, and global business partners.
- Recommended changes to streamline Operations procedures.
- Created and managed online corporate library of documents and forms.
- Managed translation of documents and proprietary software into multiple languages.
- Established style guidelines and standardization of documentation tools and templates.

Consultant - Technical Writer, Union Bank of California, Int'l, December 2004-July 2005 (New York, N.Y.)

- Created documentation relating to monitoring transactions for money laundering.
- Assisted in development of web-based applications to monitor transactions and prepare SARs.
- Developed procedures for web-based application to train new users.

Consultant - Technical Writer, Mellon Financial Services, March 2004-October 2004 (Uniondale, N.Y.)

Consultant - Technical Writer, American Home Mortgage, November 2003-January 2004 (Melville, N.Y.)

Consultant - Technical Writer, WestLB, May 2003-July 2003 (New York, N.Y.)

Consultant - Technical Writer, Credit Lyonnais, February 2001-May 2003 (New York, N.Y.)

Consultant - Technical Writer, Community Capital Bank, February 2000-January 2004 (Brooklyn, N.Y.)

Consultant - Technical Writer, Salomon Smith Barney, July 2000-February 2001 (New York, N.Y.)

Consultant - Technical Writer, Israel Discount Bank, March 2000-June 2000 (New York, N.Y.)

Consultant - Technical Writer, On-Site Trading, December 1999-February 2000 (Great Neck, N.Y.)

Consultant - Technical Writer, Bayerische Hypo-Vereinsbank, August 1999-December 1999 (New York, N.Y.)

Consultant - Technical Writer, Societe Generale, February 1999-July 1999 (New York, N.Y.)

Technical Writer and Manager (AVP), Greater New York Savings Bank, January 1987-January 1997 (New York, N.Y.)

American Express Travel Related Services, January 1983-January 1987 (New York, N.Y.)

EDUCATION AND TRAINING

MBA - Marketing, Hofstra University

BA – Business Economics, SUNY@Oneonta

CERTIFICATIONS

Certified Project Management Professional (PMP)