Chris Meunier

Content Writer & Editor

Remote | Contract | Part-time - *open to additional hours for the right project*

SUMMARY

Experienced content writer and editor looking to leverage 20+ years of expertise in creating and editing high-quality documentation for public- and private-sector organizations. Delivered polished digital content and freelance web design. Enjoy refining complex information into clear, reader-friendly content, while keeping the big picture in view. Work well with business leaders, subject matter experts and project stakeholders.

CONTACT

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EXPERTISE

- Content writing
- Editing and proofreading
- Microsoft Word documents
- Microsoft Word templates
- PowerPoint presentations
- Excel spreadsheets
- Customer, executive and training presentations
- Websites (WordPress/Divi)
- Newsletters and brochures
- User guides and manuals
- RFI/RFP/RFQs
- White papers
- Knowledge base articles
- Business reports
- Project plans
- Program plans
- Installation guides

STRENGTHS

- Writing and editing in American English with a strong command of grammar and style.
- Coordinating stakeholder reviews, incorporating feedback and managing content revisions.
- Working with subject matter experts to collect and validate appropriate information for specified audiences.
- Organizing complex information into logical, presentable formats.
- Reviewing content for accuracy, completeness and compliance.
- Formatting documents with text styles, tables, graphics, charts, appendices and references.
- Developing and maintaining templates, style guides, naming conventions and version control.
- Managing concurrent content writing projects with competing deadlines.
- Tracking and applying lessons learned.

EXPERIENCE

Freelance Web Designer | Self-employed 10 years

- Develop WordPress and Divi websites that help businesses promote their products and services.
- Guide clients through a collaborative planning, design and implementation process to bring their sites online.
- Write user guides designed to help client staff manage and maintain their website content and credentials.
- Gather requirements and wrote documents for clients on a contract basis.

Website Committee Lead | New Hampshire Assembly 4 years

- Created and used a formal project plan to develop the New Hampshire Assembly website (nhassembly.us).
- Collaboratively researched and built the website content and structure using WordPress and Divi.
- Guided Assembly members through a year of weekly online working sessions to build the site.
- Wrote and designed the site's downloadable materials, including a trifold brochure and monthly newsletter.
- Wrote a user guide for Assembly members so they could manage the site and its credentials.
- The website and its content helped the Assembly grow by 30% and improve member participation.
- Several other state assemblies adopted the New Hampshire content for their own sites.

Project/Program Manager, International Operations PMO | Dell 6 years

- Gathered requirements from cross-functional teams and used them to write service requirements documents and program and project plans.
- Collaborated with Services Marketing, project managers and field teams to integrate Technical Account Manager (TAM) services into Dell's ProSupport service model launch.
- Led regular research meetings with Services Marketing managers to refine requirements documents, helping bring profitable and effective ProSupport service delivery models to market.
- Standardized PMO templates for consistent communication to stakeholders and leadership.
- Wrote monthly newsletter articles communicating project and program status updates to a field organization of 600+ employees.
- Developed and delivered webinar-based field training for each phase of the ProSupport product launch.

Service Delivery Manager | Dell 7 years

- Created a "Customer Support Plan" template that was adopted as the department standard.
- Worked with IT leaders and decision-makers to write and maintain standardized IT support plans, with a key focus on system uptime, maintenance schedules and service level agreements.
- Prepared monthly and quarterly customer-facing Business Review presentations in PowerPoint, populated by dynamically linked Excel data feeds.
- Created Operations (Ops) Review presentation template for internal leadership account updates; the deck was adopted as a department-wide standard.
- Prepared semi-annual executive briefing PowerPoint presentations.
- Managed an international service delivery team supporting ExxonMobil.
- Partnered with sales to identify and document product and service needs improving account operations.
- Wrote post-incident reports (PIRs) for critical IT system outages, which required executive and legal review.

SKILLS

Documentation practices: Technical editing, proofreading and quality assurance, SOP and policy development, version control and document management experience using SharePoint and Nextcloud.

Office and productivity applications: Microsoft (Word, Excel, PowerPoint, SharePoint, Visio), Adobe Acrobat, Adobe Photoshop, GIMP, LibreOffice, screen capture and recording tools.

Websites and content: WordPress, Divi, document templates and style management, graphics, tables and document layout, process mapping and workflow documentation.

AI: Integrating AI tools into documentation and content workflows.

Project management: Proven success managing international programs and projects at Dell.

IT: MIS, sales (pre- and post-sales), engineering, Customer Relationship Management (CRM); building, installing, configuring and troubleshooting PCs. Familiar with enterprise systems, high availability and networking, as well as Microsoft, Linux and open-source applications. Experienced with PC network administration and data center environments.

EDUCATION & DEVELOPMENT

Bachelor's degree in Business Administration, concentration in MIS, UMass Lowell

Corporate training and certifications: Business Writing, ITIL – IT Service Management, Certified Adult Education Instructor (course development and delivery).