

Michael Temlin

business analyst, writer, speaker, trainer, project manager

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PROFILE SUMMARY

Experienced analyst, writer, trainer and manager with superior presentation and communication skills. Considerable time spent at some of the world's most influential organizations. Specialist in Microsoft 365 (Office), Teams and SharePoint

SKILLS

- **Business Analysis**—collection, documentation, analysis, and tracking of business/functional requirements; UAT design and coordination
- **Enterprise IT Governance**—establishment of a “constitution” for conceiving, developing, and managing an enterprise-wide business platform
- **Content Management**—consultation on best practices for content lifecycle, workflow, and metadata taxonomy
- **Technical Writing**—end-user documentation; business communications; test case scenarios; process/workflow diagramming; technical/system documentation; wireframes; document proofreading; template design
- **End-User Training**—web-based and live sessions for users at all levels; courseware design for proprietary business systems, with accompanying user materials; “train-the-trainer” seminars
- **Microsoft 365/Microsoft Office**—SharePoint/Teams site collection administration; content and metadata management; web part/app layout; user provisioning; certified in **Azure Fundamentals** and **Power Platform Fundamentals**

PROFESSIONAL EXPERIENCE

Business Analyst/Consultant

2008–2021

End-to-end business consultancy, primarily on Microsoft-based enterprise implementations. Clients include:

- **Medica** (consultancy through **Sogeti**)—business analyst/project manager/head trainer for rollout of Microsoft Teams
- **Fortive** (consultancy through **Capgemini**)—project manager for two 365 “tenant-to-tenant” migrations
- **Entergy Corporation** (consultancy through **Capgemini**)—head trainer for rollout of Power BI-based grid status dashboards
- **Amgen, Inc., Thousand Oaks, CA** (consultancy through **Capgemini**)—technical writing, user documentation and training for SharePoint and Sitecore developers/designers
- **Allegis Group, Baltimore, MD** (consultancy through **Capgemini**)—project management, business analysis, end-user training, and technical documentation for corporate SharePoint sites and portals; managed application development teams
- **TJX Companies**—head trainer for the rollout of the Office 365 and SharePoint to the global community; conducted “white glove” training for senior executives in Massachusetts and London; wrote end-user documentation
- **The Related Companies, New York, NY** (consultancy through **B&R Business Solutions**)—analysis and tracking of technical requirements for the internal “records center” site; PMO site management; end-user reference materials
- **Success Academy Charter Schools, New York, NY**—requirements analysis for teacher collaboration sites; designed wireframes; consulted on best practices; wrote end-user materials
- **U.S. Treasury, Washington, DC**—wrote the governance “constitution” for <http://www.treasury.gov>; performed business analysis for a customized web content publishing feature
- **U.S. Recovery Accountability and Transparency Board, Washington, DC**—gathered, tracked, and analyzed business requirements for <http://www.recovery.gov>; conducted site testing
- **U.S. Army Corps of Engineers, Washington, DC**—wrote end-user materials for team collaboration sites; conducted web-based training and provided ad hoc end-user support; developed and managed enrollment site
- **Commodity Futures Trading Commission, Washington, DC**—consulted on governance and “best practices” for collaboration platform; conducted end-user training; created “Writing for the Web” training
- **The United Nations, New York and Geneva**—conducted end-user training for a global document sharing portal; wrote customized end-user materials; configured sites and provisioned users
- **Parsons Brinckerhoff, Inc., New York, NY**—business analyst for the rollout of O365 portals for several different verticals; conducted end-user training; wrote reference materials for team collaboration sites; configured sites and provisioned users
- **Bridge Street Theatre, Catskill, NY**—configured and managed entire intranet site; provisioned users

Citigroup, Inc.– New York, Tampa, London, Athens, Dublin

2005–2008

Vice-President, Communication and Collaboration

Management of online collaboration/communication for Citi's corporate technology architecture office (1,000+ users):

- Designed/configured SharePoint internal collaboration portal
- Conducted classroom training for end-users and department heads
- Facilitated weekly web-based SharePoint user workshops
- Wrote end-user guides
- Maintained standards documentation
- Facilitated weekly departmental tactical meetings

PROFESSIONAL EXPERIENCE (cont'd)

Freelance Technical Writer/Trainer

1996–2005

Contractor in the Silicon Valley during the dot-com boom, and in New York for major financial firms:

- **Citigroup, New York, NY**—wrote network architecture technical documentation; managed collaboration sites; conducted web-based training/wrote documentation for a global audience; designed templates
- **Morgan Stanley, New York, NY**— wrote end-user documentation for internal business systems; prepared/proofread investment banker presentations; conducted operator training; designed templates
- **UBS Investment Bank, New York, NY**—wrote detailed user guides for graphics operators; prepared/proofread investment banker presentations
- **ALOHA Networks, Inc., San Francisco, CA**—wrote end-user manuals and product specification sheets; managed and published company copyright and trademark guidelines; created a network-based document archiving/updating process
- **The Gap, San Francisco, CA**—wrote technical documentation for legacy mainframe applications
- **California Culinary Academy, San Francisco, CA**—designed eight two-hour modules of business-specific training for Microsoft Excel; wrote leader's guides, student handouts; conducted end-user training
- **EoExchange, San Francisco, CA**—wrote infrastructure technical documentation and end-user documentation; designed a network-based document repository; designed templates; conducted end-user training
- **RSI Group, Silicon Valley, CA**—wrote hard-copy systems technical documentation
- **The Gale Group (formerly Information Access Company), Silicon Valley, CA**—wrote web-based context-sensitive help for in-house applications; wrote user acceptance test-case scenarios
- **Tangent Computer, Silicon Valley, CA**—wrote user manuals for new product lines
- **Catapult Software Training, San Francisco, CA**—conducted Microsoft/internet user training

Levi Strauss & Co.

1990–1996

- End-user training and support analyst

Previous Experience

1979–1990

- Secretary/administrative assistant at **Levi Strauss & Co., Prudential Insurance Company, Executive Life Insurance Company, and Security First Group**
- Builder/installer of mall Christmas decorations for **Rileigh's, Allentown, PA**

EDUCATION

- BA in journalism, psychology and theater, **Lehigh University, Bethlehem, PA**

CONFERENCES

- Featured speaker, **SharePoint Saturday** (Philadelphia 2013, Virginia Beach 2013)
 - Topic: "A Practical Approach to SharePoint Governance"
- **SharePoint User Groups** (New York and Washington, DC)
- **Burton Group Conference** (San Francisco, 2007)
- **Ziff Conferences: Computer Training and Support, Data Training**

OTHER ACTIVITIES AND INTERESTS

- Former president, Board of Directors, **Bridge Street Theatre**, Catskill, NY
- Former member, Board of Directors, **Diablo Theater Company**, Walnut Creek, CA
- Volunteer at **Junior Achievement of New York, Levi Strauss & Co. Community Involvement Team, CompuMentor** (San Francisco), the **Exploratorium** (San Francisco), and **Capgemini Cares**
- Former treasurer at **271 W. 70th Street Corporation** (residential cooperative apartment building)
- Former administrative manager at the **Lawrence Pech Dance Company**
- Former professional actor/singer
- Amateur bowler