

# STEPHANIE SMITH

## Global Business Solutions Consultant

PH: 832-816-9491

Loc: Katy/Houston, TX

@: stephanie@keyenergymarketing.com

Web: [www.keyenergymarketing.com](http://www.keyenergymarketing.com)

## SUMMARY

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Consulting professional demonstrating effective change communications, instructional design, technical, copywriting and business analysis skills. Strong project management, marketing, and creative skills. Reputation for outstanding troubleshooting and problem solving abilities. Expertise in: Project Management, SharePoint, Web-based Solutions, Technical Writing, Training & Development, Business Analysis. Excellent written and interpersonal communication skills. Very well disciplined in working globally and remotely.

## WORK HISTORY

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### Sr. Consultant

Global (2000-Current)

All Industries - See Projects list for specifics.

- Project/Change Management & Business Analysis
- Marketing & Communications
- SharePoint Design/Development
- Training & Development
- Technical Support
- Technical/Creative Writing/Editing

## PROFESSIONAL PROJECT EXPERIENCE

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### Website Design/Development (Ongoing/Current)

Various Clients - Global

- Website design/development/maintenance using WordPress/Dreamweaver/HTML/CSS/PHP.

### SharePoint Development/Sales Force Support

Shell - Houston

- Provide hands-on SharePoint and Sales Force support for Creative Services team.

Langrand Co - Houston (Remote)

- Develop SharePoint sites using 365 and Power Platform tools. Responsible for initial design and all development for client facing SharePoint delivery and informational tool for Creative Services team.

### Project Manager (SharePoint & Change Communications)/Various Projects

BP - Houston

- Manage projects for design and development for internal business SharePoint 2010, 2013 and 365 sites.
- Manage large and small communications projects for internal change management. Deliverables include: Project Plan, Videos, Posters (static and animated), Email Templates, Announcement Templates, Digital Newsletters, E-learning Modules, Live Training Sessions.
- Worked with deployment team to manage migration of all business SharePoint sites and developed training materials for users.

## **Curriculum Design/ Technical Writing/ Creative Writing/Process Docs**

BP - Houston

- Worked with SMEs to design learning modules for Flow Control technologies, Internal Data Control systems and change management projects. Utilized proven system of storyboarding and testing strategies.

BP - Houston

- Provide technical writing for Projects Group process documents. Work with SMEs and Managers to gather accurate content. Designed and rebuilt global graphics (charts, graphs, etc.) for new content.

Shell – Houston

- Researched and delivered innovative success stories for internal technology group.

## **SharePoint Specialist**

ConocoPhillips - Houston

- Design, analysis and migration of corporate internet site. Utilize SharePoint technology to drive content migration. Validate migration activities and troubleshoot unexpected issues.
- Communicate to a wide variety of audiences who have a varying level of SharePoint knowledge. Create executive reporting on status of migrations.

## **Business Analyst-Process Documentation Solutions Designer**

Lehigh Hanson - Dallas

- Designed process document templates for new formatting structure on all pension related docs. Developed Pension Process Documentation through interviews and research on existing documentation.
- Designed, developed and delivered Web Based Training Modules (eLearning) using Adobe Captivate as well as well as live training courseware.

## **Previous Projects**

### **Global Change Communications & Web Design**

Chevron Texaco - Houston

- Worked with project team responsible for assessing the competencies and skills of the existing global workforce in order to align the company with future industry needs. Developed communications strategy for global plan promoting Competency Assessment Tool.
- Designed and developed a user's informational website supporting the project with pages including statistical results of participation and completion along with a secured access page for team champion's input.
- Created strategic communication tools including training materials, interactive website, and plan documents for assessment program.
- Redesigned and consolidated Global Exploration internal websites and document portals using HTML, .NET, MSWord, and SQL.

### **Global Technology Team Leader/Marketing/Communications**

Aker Kvaerner - Houston

- Project Lead in the analysis and design of a global migration process for all (300+) existing internal and external websites producing continuity for the newly branded global company.
- Served as web process administrator for North and South America, Australia, and UK incorporating new and updated content as well as supporting and training teams from each office/business to update their site areas using .NET and SharePoint system.
- Trained sales team in new CRM SharePoint system. Assisted marketing and communication teams in writing press releases, news articles and product brochures.

## SKILLS/TECHNOLOGIES

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### Skills

- Project Management
- SharePoint Design/Development/Migration
- Technical Writing/Editing
- Corporate Communications
- Curriculum Development
- Marketing
- Change Management
- eLearning
- Training & Development
- Business Analysis
- Print/Digital Communications
- Stakeholder Engagement
- Website Design/Development
- Technical Support

### Software

- Adobe Creative Suite
- Adobe Lightroom
- Adobe Acrobat
- Adobe Captivate
- Adobe Dreamweaver
- MS Office Suite
- MS SharePoint
- MS Project
- CMS
- WordPress
- PHP/HTML/ASP/.NET/CSS

## EDUCATION

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- University of Texas
- University of Houston

## TRAINING & CERTIFICATIONS

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- Dallas, TX – Project Management
- Dallas, TX – Successful Management
- Houston, TX – Executive Presentation Skills
- Dallas, TX – Digital Photography

## REFERENCES

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### Guy Mofley

BP - Houston  
[guy.mofley@bp.com](mailto:guy.mofley@bp.com)  
Mobile: 281-686-0645

### Sri Vadlamani

BP - Houston  
[Sri.vadlamani@bp.com](mailto:Sri.vadlamani@bp.com)  
Mobile: 281-908-5261

### Donna Rougeaux

Shell - Houston  
[donna.d.rougeaux@shell.com](mailto:donna.d.rougeaux@shell.com)  
Mobile: 832-277-6955

### Cynthia Berry

Cynthia Berry Better Homes and Gardens, Compass  
[cynthia.berry@compass.com](mailto:cynthia.berry@compass.com)  
Mobile: 713-705-3047

### Heather Crumley

SAFe Agilist - Dallas  
[hcrumley@gmail.com](mailto:hcrumley@gmail.com)  
Mobile: 214-673-0795

### Tom Callins

Callins Photography - Houston  
[tcallins@sbcglobal.net](mailto:tcallins@sbcglobal.net)  
Mobile: 713-817-9324