# Brian S. Denny

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## PROFESSIONAL SUMMARY

Writer/editor, analyst, and strategist with extensive background in research methodologies and adult teaching/coaching. Asking the right questions, systematically analyzing problems, identifying creative solutions, and teaching others how to do the same.

## TECHNICAL SKILLS

**Languages:** SQL, HTML/CSS, LaTex/XML/YAML
**Audiovisual Software:** LucidChart, TechSmith Camtasia, Photoshop, Pictavo
**CMS/LMS Software:** Whatfix, WordPress, MadCap Flare, Blackboard, Canvas
**Utility Software:** DBeaver, JIRA, Trello, Salesforce, Slack, G-Suite, Office, Adobe, Github
**Technical Skills:** Data modeling, Root cause analysis, Process mapping, Statistics, Surveys/Interviews, Style Guides

## EXPERIENCE

**SENIOR TECHNICAL WRITER AND WHATFIX LEAD** | *Consensus Cloud Solutions, Inc.*          *March 2022 -- Present*
  - *Spearhead digital adoption strategy* for telecom and healthcare interoperability company's primary web-applications
  - *Design microcontent that reduces cancellations by 16%*
  - *Train technical writers* to develop and manage concise, clear, and contextual microcontent copy
  - *Plan for, gather, analyze, and present data* from A/B tests, surveys, and digital interventions
  - *Query AWS RedShift databases* to refine microcontent segmentation and aid in data analyses
  - *Drive revenue and reduce sales costs* by creating semi-automated in-app upgrade process
  - *Design, record, and edit visual media* for presentations, QA, and end-user documentation
  - *Document accounting workflows to support development team* working on system automation
  - *Further "Top 5" company goal* by conducting market research on API community portals

**CONSULTANT** | *Harvard, Univ of Mich, Univ of California-Irvine*          *August 2018 -- Present*
  - Assisting AI researcher focusing on conversational agents for child literacy in developing, writing, and editing presentations and successful proposals, including **federal proposal awarded $2.5 million**
  - Collaborating with researchers from various disciplines to clearly translate complex concepts into dissertations, publications, and grant proposals, including **national proposal awarded $138,000**
  - Led Dissertation Writing Boot Camp for advanced doctoral students

**ACCOUNT LOGISTICS AND YEARBOOK SPECIALIST** | *Dorian Studio, Los Angeles*          *July 2019 -- February 2022*
  - *Led local operations and managed local staff,* including interviewing, onboarding, training, and coaching
  - *Facilitated more than 150% growth in local accounts and revenue*
  - Created, proofread, and updated internal and external documents and training material
  - Guided clients through yearbook software training, design process, project management, and marketing

**LEADERSHIP COACH** | *Univ of California-Irvine, DECADE PLUS*          *August 2015 -- May 2019*
  - *Individually mentored 20+ first-generation, low-income, or underrepresented students*
  - Used motivational interviewing to assess and encourage goal development and attainment
  - Facilitated weekly group meetings and led program-wide meetings as needed
  - Interviewed prospective Leadership Coaches alongside Program Director

## EDUCATION

Univ of California-Irvine          **MS in Political Science** (Research Methodology and Comparative Politics)
Florida State University                      **BS in Political Science with honors**
Florida State University                         **BA in International Affairs**

## PUBLICATIONS AND CERTIFICATIONS

**Publication** in *Government and Opposition* (Cambridge Univ. Press)          *April 2019*
  *"The Warden's Dilemma as Nested Game: Political Self-Sacrifice, Instrumental Rationality, and Third Parties"*
  Written in British English, includes case study based on original archival research completed at Cornell University

**Certification** | *Course Design* (Univ of California-Irvine)

**Certification** | *Mentoring Excellence* (Univ of California-Irvine)