



Capabilities Statement



Bridging people, processes and technology

COMPANY OVERVIEW

Karen M. Smith & Associates (KMS & Associates) is a respected professional services firm empowering teams with smoother, succinct, and engaging documentation, repeatable business processes and training to achieve effective outcomes, consistent operational performance and targeted financial results. KMS & Associates' expertise includes a broad range of skills in business writing, technical writing, and instructional design and development. The company works in a variety of industries including, mortgage, technology, government, education, environmental, corporate real estate investment, tollway, medical device, and healthcare. Clients choose KMS & Associates for their professionalism, knowledge, responsiveness, and creativity. We successfully bridge people, processes and technology.

CORE COMPETENCIES

Technical Writing

- Manuals/Guides
 - Software, Hardware, Operator, Maintenance, Installation, Quick Reference, Configuration, Information for Use (IFU)
- Procedures
 - Policies, Standard Operating Procedures, Assembly & Disassembly
- Reports & Proposals
- Visio Diagrams & Illustrations
- Confluence Wiki's
- On-Line Help
- Company Website Content

Business Writing

- Human Resource Manuals & Forms
- Employee Handbook
- Business Continuity Manual
- Business Policies & Procedures
- Professional Resumes
- LinkedIn Profile Creation/Revisions

Instructional Design & Development

- Training Programs
 - Technical, Non-Technical, Business Writing, Management, Professional Development
- Instructor-Led Training/Webinars (Zoom) & e-Learning
- Instructor/Student Manuals, Job Aids

DIFFERENTIATORS

- Proven expertise in making highly complex technical information understandable to a nontechnical audience
- Extensive toolbox of collaborative, compliant documented solutions serving a broad variety of industries and company sizes
- One stop shop for user documentation, business processes, and training and development

PAST PERFORMANCE

During the COVID-19 pandemic, Karen worked with a company's teams worldwide and their numerous SharePoint sites to create a one-stop shop for their technical information. She managed cross-functional collaboration between VPs/Directors, managers, engineers, salespeople, and application owners. The Confluence site provides easily accessible, documented materials, to meet the needs of the 20 teams and their customers.

Drafted, reviewed, and revised internal documents, processes, procedures, and job aids for a mortgage company's conversion from Sagent to Black Knight MSP Financial Services programs. Collaborated with stakeholders at all levels to ensure all written communications and process maps were complete, accurate and up to date.

Karen M. Smith & Associates

CONTACT

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NAICS Codes

711510 – Writing/Technical Writing
611710 – Training/Curriculum & Development Services

DUNS Number

118029696

SAM

Registered

CAGE/NCAGE

90X60

Memberships

- Society for Technical Communication
- Scrum Alliance
- WBENC

Certifications

- Scrum Master
- Instructional Design & Dev.
- Training & Development

