

John Clements

1099 Colby Avenue, University City, MO 63130
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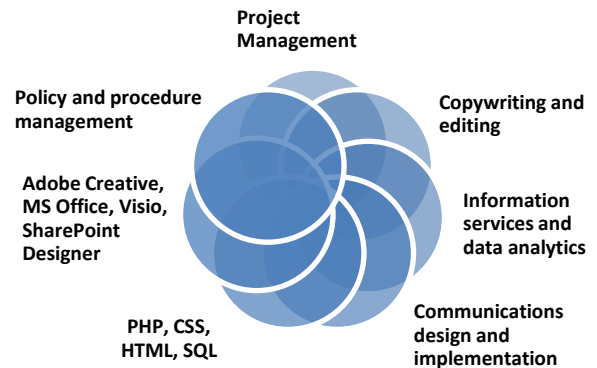
jdc@jdclements.com | www.jdclements.com

SUMMARY

Data-driven project manager and designer with exceptional communication skills and more than 10 years of experience in planning, launching, and managing large, multi-state IT and operations projects. Exhibits flexibility to adapt to emerging business realities. Maximizes human capital, ingenuity, and pride to drive workflow productivity. Introspective, insightful, diligent, warm, and eager to embrace new opportunities.

CAPABILITIES

- Project management and communications design
- Content Management Systems architecture, development, and management
- Policy research, writing, and management
- IT regulatory compliance liaison
- Web development, design, and maintenance
- Technical, academic, press, and creative writing
- MS Office, Adobe Creative, PHP, CSS, HTML, SQL



EXPERIENCE

Technical Writer and content management specialist, 2016 to present

Keefe Group, St. Louis, MO

- Created and implemented the content management solution for technical documentation – project plan, document lifecycle, automated workflows, migration to single-source library, et al
- Built and maintained online help sites for multiple software applications
- Created and managed documentation for all levels of audiences: executive stakeholders to IT Service Desk personnel and external clients
- Supported corporate initiatives through integration work with software developers, quality assurance testers, implementation analysts, project managers, accounting specialists, and department managers
- Designed and managed automated workflows with SharePoint Designer



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Computer Science & Language Arts Curriculum Developer and Teacher, 2010 to present
International Embassy Schools and St. Louis Public Schools in Egypt, China, & USA

- Designed, developed, and managed web-based training applications (MrClements.com, ComptonDrewScholars.com, Egyptian and Chinese Student Content Management Systems)
- Designed, developed, and implemented a standards compliant technical writing and computers science curricula
- Managed groups of international students from many different walks of life and ensured that they learn and perform in spite of themselves
- Project lead on International Baccalaureate accreditation committee team in Egypt
- Designed and conducted teacher focused training curriculum for web-based content management systems in Egypt
- Designed, managed, and trained students on web-based content management systems in Egypt, China, and St. Louis



Information Security Policy and Procedures Administrator, 2003 to 2010
First Banks, Inc., St. Louis, MO

- Managed internal corporate communications - IT and operations
- Developed the information security policy manual
- Managed information security awareness goals – from the boardroom to the teller line
- Project management – as team leader and support member
- Managed information security and operations documentation
- Developed educational programs for 3,000+ employees across all States
- Managed outside auditors to complete highly technical reviews of our IT operations units



Coordinator of Special Projects in Marketing, 2000 to 2003
McKendree University, Lebanon, IL

- Managed Central Illinois marketing campaign that increased enrollment more than 30% over three years
- Wrote hundreds of press releases and coordinated access to media outlets
- Lead for special events, distinguished speaker series, and other campus events
- Production lead on quarterly alumni magazine and monthly college newsletter



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VOLUNTEER

Wings of Hope, Field Operations Specialist, Recon, and Web Development – 1999-2014

- Event management and support for annual dinner auction gala
- Managed research, operations, and medical teams in Paraguay, Ecuador, Kenya, Ethiopia, Democratic Republic of Congo, Guatemala, Guyana, and Belize
- Designed, developed, and managed their Flash-based website and quarterly newsletters



EDUCATION

ITIL Foundation, Certificate of Course Completion

ITpreneurs, Effective Learning Solutions – August 2016

Master of Arts in Education, 4.0 GPA

Lindenwood University, St. Charles, Missouri – January 2009

Bachelor of Arts in English, 3.6 GPA

McKendree University, Lebanon, Illinois – May 2000

REFERENCES

Jamie Petty, Manager, Technical Documentation and Training, Keefe Group, St. Louis, MO.

JPetty@keefegroup.com

(800) 864-5986, Ext. 4873

Steven Gryzbinski, Director of Security and Compliance, Connectria Hosting, St. Louis, MO.

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Ramona Brown, VP Manager Deposit Operations & Services, First Banks, Inc., St. Louis, MO.

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