

# EVELYN MOORE

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**Senior Technical Editor & Instructional Design Quality/Governance Specialist** partnering with regulated, fast-moving, and AI-enabled organizations to review, standardize, and strengthen training and operational documentation through scalable templates, reference materials, and documentation guardrails that enhance clarity, consistency, and usability across distributed teams.

Known for high-volume content review and hands-on documentation cleanup, while maintaining standards libraries, aligning assets, and reinforcing governance frameworks—streamlining workflows, slashing rework, and sustaining quality for instructional designers and project managers worldwide.

**Areas of Focus:** Editorial & Curriculum QA | Document Cleanup | Backlog Reduction | SOP Modernization | Template Standardization | Knowledge Base Alignment | Project-Based Documentation Support

**Core Skills:** Content & Editorial QA | SOP & Work Instruction Updates | Knowledge Base & Training Asset Review | Usability & Accessibility Alignment | Document & SCORM Review | Workflow Optimization | Process Improvement

**Tools:** Microsoft 365 | SharePoint | Snagit | Adobe Suite | Jira | Articulate Storyline | Review 360 | AI tools (drafting, QA review, workflow acceleration): ChatGPT, Microsoft Copilot, Gemini, Grammarly, Grok

## WORK EXPERIENCE

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### Content & Documentation QA Consultant | 2025–Present

Provide project-based content quality assurance and editorial review support on an as-needed contract basis, ensuring alignment with client-defined and industry-recognized editorial standards.

- Review content for clarity, grammar, tone, and messaging alignment.
- Test navigation, workflows, and functional elements.
- Identify usability gaps and content inconsistencies.
- Deliver concise, actionable feedback and recommendations.

### QA Editor and Content Developer | INFOR (SaaS) | 2013–2025

Served as the quality and standards backbone for multi-designer instructional teams, ensuring consistency, compliance alignment, and documentation standards.

- Streamlined repository of 75+ documents by eliminating 65% of redundant content, producing clear, user-friendly work instructions, job aids, and guidelines.
- Redesigned the Learning Product Development (LPD) SharePoint site, centralizing documentation, supporting assets and resources, and reducing user search time by up to 40%.
- Created standardized templates and applied structured formatting standards (headings, layouts, template consistency), improving usability, accessibility readiness, and reducing development errors by 25%.
- Managed editorial calendars and conducted detailed content reviews, consistently delivering 125+ Instructor-led Training (ILT) and eLearning (eLN) courses per year on or ahead of schedule.
- Utilized AI tools and structured prompts to develop course content, templates, and process documents, accelerating development while standardizing workflows.
- Provided actionable feedback to senior directors and instructional designers, improving documentation quality and global project efficiency.
- Elevated overall documentation quality by mentoring instructional designers worldwide, increasing adoption of tools, templates, and standardized processes.

**Integrated Development and Delivery (IDD) Consultant/Team Lead**

AMERICAN RED CROSS BIOMEDICAL SERVICES (ARCBS) | 2010–2012

Led two remote teams in developing FDA-approved work instructions and training documentation, ensuring full regulatory compliance and first-pass acceptance during a major IT transformation initiative standardizing blood product labeling nationwide.

- Contributed to and oversaw development of controlled documentation for the MAK-SYSTEM ePROGES A platform used by 3,000+ hospitals and transfusion centers.
- Partnered with subject matter experts and compliance stakeholders to ensure technical accuracy without altering regulatory intent.
- Edited and structured complex, compliance-driven documentation in alignment with FDA requirements and internal quality standards.

**QA Editor and Instructional Designer | IBM GLOBAL BUSINESS SERVICES | 2005–2010**

- Worked primarily on the AT&T account, developing training and documentation for large-scale system implementations.
- Conducted QA editing, usability testing, and SCORM compliance reviews for web-based applications.
- Partnered with project teams to create clear, user-friendly instructional content that improved adoption and reduced support issues.

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**ADDITIONAL EXPERIENCE****Textbook Author | PRENTICE HALL PUBLISHING**

Authored merchandising textbooks and developed online course content.

**QA Editor | ALLEN INTERACTIONS**

Ensured clarity, usability, and compliance in training content.

**Instructional Designer and Technical Writer | AMERICAN EXPRESS**

Produced documentation and training supporting global system rollouts.

**Instructional Designer | COMPUTER GENERATED SOLUTIONS (CGS)**

Created software training materials for healthcare and enterprise clients, including Humana Healthcare; contributed to the Microsoft use case studies project.

**Curriculum Developer, Instructor, and Internship Coordinator | JOHNSON & WALES AND THE ART INSTITUTE**

Designed and taught merchandising and marketing courses, creating full curricula, lesson plans, and assessments, to enhance learning outcomes.

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**EDUCATION AND CERTIFICATIONS****Bachelor of Science in Education | Youngstown State University**

K-12 and Adult Ed Certification

**Bachelor of Science in Business Administration | Youngstown State University**

**Graduate coursework** in Guidance & Counseling for Business-Vocational Education

**SOCRATES Online Training Certification**